



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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**QUESTION 1**

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVR This Label, along with a unique correlation ID, is delivered to CVR The CVP delivers this string via SIP invite to the Virtual Voice Browser (WB). At this point, which two actions does the WB take? (Choose two.)

- A. The WB will check if a media server is set up or not.
- B. The WB will drop the call.
- C. The WB will ask the ICM script for instruction.
- D. The comprehensive WB script will initiate an RTP session between the Ingress Gateway and an allocated WB
- E. It invokes a comprehensive application in the Virtual Voice Browser.

Correct Answer: CD

QUESTION 2

How many roles are available to be assigned to a CUIC user?

- A. 5
- B. 6
- C. 7
- D. 8

Correct Answer: C

QUESTION 3

Which two components exchange data between Expanded Call Context Variables? (Choose two.)

- A. CCE and Finesse
- B. CVP and Finesse
- C. Finesse and VXML Server
- D. CUCM and PCCE
- E. CCE and CVP

Correct Answer: BE



QUESTION 4

What are two descriptions of permissions for a CUIC user or administrator? (Choose two.)

- A. The initial and default super user is the System Application User who is configured during installation has permission to do everything, including creating additional super users.
- B. After new super users are added to the Administration console, the super user initially created during installation can be deleted.
- C. Any user assigned to the System Application User can access the administration console.
- D. All of the administrative tasks of the Cisco Unified Intelligence Center solution can be administered from within OAMP.
- E. The super users can manage the CUIC system like Cluster Configuration, Control Center, and Tools from any server nodes.

Correct Answer: AD

QUESTION 5

Which two call transfers are supported in PCCE Deployments? (Choose two.)

- A. SRTP Refer
- B. Release VXML Trunk Transfer
- C. CCE Managed Transfer
- D. CUCM Destination Transfer
- E. SIP Refer

Correct Answer: CE

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