



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

What are two elements in the Call Studio application to collect Caller Response? (Choose two.)

- A. Digital tone elements capture a single digit.
- B. Digits elements capture a single digit.
- C. Menu Elements capture a string of numerical digits.
- D. Menu Elements capture a single digit.
- E. Digits elements capture a string of numerical digits.

Correct Answer: AB

QUESTION 2

What is the role of CVP in UCCE/PCCE?

- A. interface between CUBE and UCCE/PCCE
- B. queuing and self-service IVR
- C. call routing brain of PCCE/UCCE
- D. plays IVR Prompts to Callers

Correct Answer: B

QUESTION 3

What are two XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup? (Choose two.)

- A. drfSchedule.xml
- B. drfDevice.xml
- C. drfDeviceProfile.xml
- D. drfPlatform.xml
- E. drfSystem.xml

Correct Answer: AE



QUESTION 4

On which server is the Bulk Import Tool run?

- A. Primary Administration
- B. Administrator Client
- C. HDS-DDS
- D. Primary Administration and Data Server

Correct Answer: A

QUESTION 5

What is the purpose of the SMTP setting in the CUIC administrator web page?

- A. configure the email server and actual schedule for the reports to be sent
- B. configures the actual schedule for the reports to be sent
- C. only configures the email server used to email scheduled reports
- D. only configures the email server used to email the alert notification

Correct Answer: C

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_12_5_1_su1/maintain_and_operate/guide/uccx_b_1251su1admin-and-operations-guide/uccx_b_12_5_2admin-and-operationsguide_chapter_010011.html

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