



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

What are two descriptions for the CUIC database? (Choose two.)

- A. A Voice Operating System (VOS) installs a MySQL database as part of the base platform installation.
- B. The CUIC runs its own MySQL database storing users, roles, permissions, and report templates.
- C. Database purge schedule can be controlled or changed through the command-line interface.
- D. The CUIC database sets up the enterprise replication among all participating nodes.
- E. Data in the CUIC database is replicated every 10 seconds to sync up all participating nodes\' changes.

Correct Answer: BC

QUESTION 2

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 3

What are the two required parameters to increase the default logout timer in Mobile Agent nailed connection mode in CUCM? (Choose two.)

- A. Enable the timer entirely.
- B. Increase the Maximum Call Duration Timer setting.
- C. Disable the timer entirely.
- D. Increase the agent logout setting.
- E. Enable the timer partially.



Correct Answer: AD

QUESTION 4

DRAG DROP

Drag and drop the item from the left onto the definition on the right.

Select and Place:

JavaScript	This file provides the gadget's core functionality and is the only file required to deploy a gadget.
XML	This file defines the style used to display and define the layout for the gadget.
CSS	This file supports dynamic behavior within the gadget to support interaction with the Agent.
Content	Specifies the programming logic and HTML elements of the gadget to define how the gadget is rendered.

Correct Answer:

	Content
	CSS
	JavaScript
	XML

QUESTION 5

Where must a Dialed Number be mapped within CCE?

- A. Call Type, which in turn points to a scheduled Routing Script
- B. Precision queue



C. Skill group

D. Media Server

Correct Answer: A

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