



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

When an Agent's status turns Ready, which two components help notify the CCE Router about this new status? (Choose two.)

- A. SPOG
- B. Agent PG/CTIServer
- C. AW DB
- D. IDS
- E. Finesse

Correct Answer: BE

QUESTION 2

Which Routing Script logic helps to invoke the Post Call Survey successfully?

- A. If the script completes after going to an Agent, the call is directed to the Post Call Survey dialed number.
- B. To offer the PCS for all incoming DN's, there is no need to explicitly set the variable in the Main script. It is set to n by default.
- C. If the script completes without going to an Agent, the call is directed to the Post Call Survey dialed number.
- D. To offer the PCS for specific incoming DN's, the variable needs to be set in the Main script explicitly as n.

Correct Answer: C

QUESTION 3

What are two core components of PCCE? (Choose two.)

- A. CVP Call/VXML Server
- B. Agent PG A and B side
- C. Cisco ECE Services Server
- D. CVP Reporting Server
- E. Cisco ECE Web server

Correct Answer: AB



QUESTION 4

What is the first step for CCE to dynamically allocate a label?

- A. The WB engine service should be in Service.
- B. The Dialer should be configured.
- C. An agent needs to log in.
- D. CVP Call service needs to be restarted.

Correct Answer: A

QUESTION 5

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

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