



# 500-443<sup>Q&As</sup>

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 What does CVP do next?

- A. It delivers this String via SIP invite to the Virtual Voice Browser.
- B. It defers this string via HTTPS to the Virtual Voice Browser.
- C. It delivers this string via HTTP to the Virtual Voice Browser.
- D. It does not deliver this information to vvb.

Correct Answer: A

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### QUESTION 2

What are two ways the Call Studio Application is built or executed? (Choose two.)

- A. VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller.
- B. Upload the Call Studio project to the Virtual Voice Browser (WB) server, where it resides as an application.
- C. The project is built using WB.
- D. The project is built using Call Studio.
- E. VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node.

Correct Answer: AE

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### QUESTION 3

What are two ways to access the Bulk Import Tool? (Choose two.)

- A. SPOG
- B. CUCM
- C. Bulk Import Webpage
- D. CCE Web Administration
- E. ICMDBA

Correct Answer: AC

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#### QUESTION 4

What are two CUIIC stock reports that are able to be downloaded from Cisco.com? (Choose two.)

- A. CCE\_AF\_Historical
- B. CCE\_License
- C. CCE\_TR\_License
- D. CCE\_AR\_Historical
- E. CCE\_TF\_Historical

Correct Answer: AD

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#### QUESTION 5

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

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