



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

Which two files are used to deploy Finesse custom gadgets? (Choose two.)

- A. Python
- B. CSS
- C. JSON
- D. JavaScript
- E. C++

Correct Answer: CD

QUESTION 2

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 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

Which device access is needed to manage agent phones for UCCE/PCCE?

- A. CUCM Admin
- B. CCE Web Admin tool
- C. Config Manager tool
- D. Finesse Admin

Correct Answer: A

QUESTION 5

Which two roles does the CUIC play in UCCE/PCCE? (Choose two.)

- A. web-based reporting platform
- B. real-time data reporting
- C. log collection tool for PCCE
- D. completes configuration changes on PCCE
- E. SSH Server for SFTP

Correct Answer: AB

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