



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

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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### QUESTION 1

Which two components exchange data between Expanded Call Context Variables? (Choose two.)

- A. CCE and Finesse
- B. CVP and Finesse
- C. Finesse and VXML Server
- D. CUCM and PCCE
- E. CCE and CVP

Correct Answer: BE

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### QUESTION 2

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

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### QUESTION 3

How many roles are available to be assigned to a CUIC user?

- A. 5
- B. 6
- C. 7
- D. 8

Correct Answer: C



#### QUESTION 4

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

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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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