



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

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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### QUESTION 1

Which protocol is used by CVP to communicate to VRU PG?

- A. GED-125
- B. GED-155
- C. GED-12.5
- D. GED-256

Correct Answer: B

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### QUESTION 2

Which two nodes on the PCCE/UCCE script are responsible for routing calls to the VRU? (Choose two.)

- A. Run VRU Node
- B. Send to VXML
- C. GS,Server,V
- D. Send to VRU
- E. CUCM

Correct Answer: DE

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### QUESTION 3

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 4

What are two ways a Database Action Element is configured in the Call Studio application? (Choose two.)

- A. JNDI name (include the jdbc/ portion)
- B. CUCM Query
- C. SQL Query
- D. JNDI Context
- E. SQL Type (Insert, Update, Single, Multiple)

Correct Answer: AC

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#### 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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