Welcome to Cert007 - Your Ultimate IT Certification Partner

- Real Exam Questions
- Free Updates
- Expert Support
- Instant Access
- Money-Back Guarantee

Visit us at **https://www.cert007.com/** for more information

Exam : **500-443**

Title : Advanced Administration and Reporting of Contact Center Enterprise

Version : DEMO

1.What should a Call Type be mapped to for successful call routing?
A. Routing Client
B. Scheduled Script
C. Dialed numbed
D. Default Label
Answer: A
Explanation:
A Call Type is mapped to a Routing Client, which is a logical representation of a device that can receive and process routing requests from the CCE system. Reference = Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 2

2.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
Answer: A
Explanation:
A CUCM Admin access is needed to manage agent phones for UCCE/PCCE, as it allows the administrator to configure device pools, partitions, calling search spaces, and other settings for the agent phones. Reference = Administering Advanced Cisco Contact Center Enterprise (CCEAA), page 4

3.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
Answer: B, E
Explanation:
B CVP and Finesse exchange data between Expanded Call Context Variables, as CVP can pass ECC variables to Finesse through the User to User Information (UUI) field in the SIP header. E CCE and CVP exchange data between Expanded Call Context Variables, as CCE can pass ECC variables to CVP through the Peripheral Interface Manager (PIM) or the VRU Peripheral Gateway (VPG) depending on the deployment model. Reference = Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 6; [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 23

4.Which two call transfers are supported in PCCE Deployments? (Choose two.)
A. SRTP Refer
B. Release VXML Trunk Transfer
C. CCE Managed Transfer
D. CUCM Destination Transfer
E. SIP Refer

Answer: C, E
Explanation:
C CCE Managed Transfer is supported in PCCE Deployments, as it allows the agent to transfer a call to another agent or skill group within the same PCCE system using the Finesse desktop. E SIP Refer is supported in PCCE Deployments, as it allows the agent to transfer a call to an external destination using the SIP Refer method. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 43; [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 101

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
Answer: B
Explanation:
The role of CVP in UCCE/PCCE is queuing and self-service IVR, as it provides voice response applications that can interact with callers, collect information, and queue calls for treatment by agents or other destinations. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 9