

Cisco.500-443.v2023-12-21.q30

Exam Code:	500-443
Exam Name:	Advanced Administration and Reporting of Contact Center Enterprise
Certification Provider:	Cisco
Free Question Number:	30
Version:	v2023-12-21
# of views:	273
# of Questions views:	2341
https://www.freecram.net/torrent/Cisco.500-443.v2023-12-21.q30.html	

NEW QUESTION: 1

Where is the RTP connected to the Ingress Gateway at different stages of the call?

- A. Ingress Gateway and UCCE/PCCE Router
- B. Ingress Gateway and Agent Phone
- C. Ingress Gateway and CVP
- D. Ingress Gateway and CUCM

Answer: B ([LEAVE A REPLY](#))

B The RTP is connected to the Ingress Gateway at different stages of the call, but only when the call is connected to an agent phone. This is because CVP uses a comprehensive call flow model that transfers the call from the VVB to the agent phone and establishes an RTP session between the Ingress Gateway and the agent phone. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

NEW QUESTION: 2

What are two ways to access UCCE/PCCE Servers? (Choose two.)

- A. ICA
- B. Web browser to access Web Administration tool
- C. RAW
- D. Secure Shell (SSH)
- E. Microsoft RDP

Answer: ([SHOW ANSWER](#)**)**

A web browser can be used to access the Web Administration tool, which provides a graphical user interface for configuring and managing various aspects of the UCCE/PCCE system. D Secure Shell (SSH) can be used to access the UCCE/PCCE servers for command-line administration and troubleshooting. Reference = Administering Advanced Cisco Contact Center

Enterprise (CCEAA), page 2; [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.5(1)], page 11

NEW QUESTION: 3

In PCCE 12k, what are two options to manage payloads? (Choose two.)

- A. a custom payload is created during the installation
- B. ECC Variables where Default Payload is the only option and all new ECC Variables are automatically added to the Custom Payload
- C. delete the default payload and rebuild with the same members
- D. ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload
- E. a default payload is created during the installation

Answer: ([SHOW ANSWER](#))

ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload is one of the options to manage payloads in PCCE 12k. E A default payload is created during the installation is another option to manage payloads in PCCE 12k. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 24

NEW QUESTION: 4

A supervisor created a custom report, but none of his co-supervisors can access this report. What can cause the report to appear missing?

- A. The report does not have a default view.
- B. The report definition is missing Execute permission.
- C. The report is missing Read permission.
- D. The filters of the report refer to Value Lists that have restricted permission.

Answer: ([SHOW ANSWER](#))

C The report can appear missing because it is missing Read permission for other co-supervisors. This means that only the supervisor who created the report can access it, unless he or she grants Read permission to other users or user groups. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 14

NEW QUESTION: 5

What is the maximum bytes (Data + Variable name) per payload in a PCCE deployment?

- A. 2000
- B. 2400
- C. 2500
- D. 4800

Answer: ([SHOW ANSWER](#))

The maximum bytes (Data + Variable name) per payload in a PCCE deployment is 2500 bytes. This is the limit imposed by the SIP protocol for the User to User Information (UUI) field that

carries the ECC variables. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 23

NEW QUESTION: 6

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. ICMDDBA

Answer: A,C ([LEAVE A REPLY](#))

A One of the ways to access the Bulk Import Tool is through SPOG, as it provides a web-based interface for launching and configuring the tool. C Another way to access the Bulk Import Tool is through Bulk Import Webpage, as it provides a direct URL for accessing the tool without going through SPOG. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 109

NEW QUESTION: 7

What are two use cases of the PCCE Bulk Import Tool? (Choose two.)

- A. changes to an individual outbound dialer record
- B. create API usage for plugins
- C. changes to a Script record
- D. create multiple new Agents
- E. Agent Skill Groups change between shifts

Answer: ([SHOW ANSWER](#)**)**

D One of the use cases of the PCCE Bulk Import Tool is to create multiple new Agents, as it allows the administrator to import agent data from a CSV file and assign them to teams and skill groups. E Another use case of the PCCE Bulk Import Tool is to change Agent Skill Groups between shifts, as it allows the administrator to update agent skill group associations based on different schedules and requirements. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 109

NEW QUESTION: 8

Which protocol is used by UCCE/PCCE to communicate with CUCM?

- A. IH323
- B. TAP1
- C. JTAPI
- D. SIP

Answer: ([SHOW ANSWER](#)**)**

The protocol used by UCCE/PCCE to communicate with CUCM is JTAPI, which stands for Java Telephony Application Programming Interface. JTAPI allows UCCE/PCCE to monitor and control

agent phones and CTI ports on CUCM. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 10

NEW QUESTION: 9

Where is the RTP connected to the Ingress Gateway at different stages of the call?

- A. Ingress Gateway and CVP
- B. Ingress Gateway and Agent Phone
- C. Ingress Gateway and CUCM
- D. Ingress Gateway and UCCE/PCCE Router

Answer: ([SHOW ANSWER](#))

B The RTP is connected to the Ingress Gateway at different stages of the call, but only when the call is connected to an agent phone. This is because CVP uses a comprehensive call flow model that transfers the call from the VVB to the agent phone and establishes an RTP session between the Ingress Gateway and the agent phone. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

NEW QUESTION: 10

What should a Call Type be mapped to for successful call routing?

- A. Routing Client
- B. Scheduled Script
- C. Dialed number
- D. Default Label

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 11

What are two steps to enable database access on a CVP VXML Server to implement Database lookup using VXML? (Choose two.)

- A. Clear the database for duplicates.
- B. Restart the Tomcat service on SQL Server.
- C. Install a compatible ODBC driver.
- D. Add the JNDI Context configuration.
- E. On an SQL Server, create an SQL user for JNDI reference.

Answer: D,E ([LEAVE A REPLY](#))

D One of the steps to enable database access on a CVP VXML Server to implement Database lookup using VXML is to add the JNDI Context configuration, as it defines the data source name and properties for connecting to the database. E Another step to enable database access on a CVP VXML Server to implement Database lookup using VXML is to create an SQL user for JNDI reference, as it provides the username and password for authenticating to the database.

Reference = [Cisco Unified Call Studio User Guide Release 12.5(1)], page 48; [Cisco Unified Customer Voice Portal Installation and Upgrade Guide, Release 12.5(1)], page 67

NEW QUESTION: 12

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.

Answer: ([SHOW ANSWER](#))

VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller, such as playing prompts, collecting digits, or transferring calls. E VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node, which sends a request to CVP for executing a specific VXML application. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11; [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 16

NEW QUESTION: 13

What are two Bulk Import Tool 'Template' Options to perform Administration Tasks? (Choose two.)

- A.** Call Type
- B.** Extended Call Variable
- C.** Call routes
- D.** Skill Groups
- E.** User

Answer: ([SHOW ANSWER](#))

A One of the Bulk Import Tool 'Template' Options to perform Administration Tasks is Call Type, as it allows the administrator to create or update multiple call types in bulk. D Another Bulk Import Tool 'Template' Option to perform Administration Tasks is Skill Groups, as it allows the administrator to create or update multiple skill groups in bulk. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 110

NEW QUESTION: 14

What are two CUIC 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

Answer: (SHOW ANSWER)

A One of the CUIIC stock reports that are able to be downloaded from Cisco.com is CCE AF Historical, as it provides historical data for agent finesse login/logout activities. D Another CUIIC stock report that is able to be downloaded from Cisco.com is CCE AR Historical, as it provides historical data for agent reservation activities. Reference = [Cisco Unified Contact Center Enterprise Reporting User Guide Release 12.5(1)], page 9; Cisco.com

NEW QUESTION: 15

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. The CVP delivers this string via SIP invite to the Virtual Voice Browser (WB). At this point, which two actions does the WB take? (Choose two.)

- A. The WB will check if a media server is set up or not.
- B. The WB will drop the call.
- C. The WB will ask the ICM script for instruction.
- D. The comprehensive WB script will initiate an RTP session between the Ingress Gateway and an allocated WB.
- E. It invokes a comprehensive application in the Virtual Voice Browser.

Answer: (SHOW ANSWER)

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. The CVP delivers this string via SIP invite to the Virtual Voice Browser (VVB). At this point, the VVB will ask the ICM script for instruction, such as which VXML application to execute. D When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. The CVP delivers this string via SIP invite to the Virtual Voice Browser (VVB). At this point, the comprehensive VVB script will initiate an RTP session between the Ingress Gateway and an allocated VVB, which will play prompts and collect digits from the caller. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11; [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 16

NEW QUESTION: 16

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: (SHOW ANSWER)

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

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NEW QUESTION: 17

A report definition user is trying to delete an existing definition but fails. What is the cause?

- A. Another user is editing the report at the same time.
- B. The Report Definition has an incorrect Data Source configured.
- C. The user does not have Read permission for this definition.
- D. The Report Definition is being used with an existing report.

Answer: ([SHOW ANSWER](#))

D The user fails to delete an existing definition because the Report Definition is being used with an existing report. This means that the report definition cannot be deleted unless all the reports that use it are deleted first. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 15

NEW QUESTION: 18

What are two mandatory configurations for Mobile Agent to function? (Choose two.)

- A. MTP resource is not a mandatory requirement for SIP trunk, TDM, and CVP Solutions.
- B. LCP DNS as a Route pattern should be created with the destination as CUCM in PCCE SPOG
- C. The device name of LCP and RCP Ports must not have matching numbers.
- D. Only the LCP port needs to be associated with JTAPI.
- E. Both LCP and RCP ports need to be associated with JTAPI.

Answer: ([SHOW ANSWER](#))

B One of the mandatory configurations for Mobile Agent to function is that LCP DN as a Route pattern should be created with the destination as CUCM in PCCE SPOG, as this allows CUCM to route calls from CVP to LCP DN. E Another mandatory configuration for Mobile Agent to function is that both LCP and RCP ports need to be associated with JTAPI, as this allows CCE to monitor and control the mobile agent ports on CUCM. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 27; [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 95

NEW QUESTION: 19

On which server is the Bulk Import Tool run?

- A. Primary Administration
- B. Administrator Client
- C. HDS-DDS
- D. Primary Administration and Data Server

Answer: ([SHOW ANSWER](#))

A The server on which the Bulk Import Tool is run is Primary Administration, as it hosts the web service that provides access to the tool. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 109

NEW QUESTION: 20

What is referred to as a switch leg on CVP?

- A. Script request from CVP to UCCE/PCCE
- B. Ingress SIP call leg from Ingress gateway to CVP
- C. Ringtone call from CVP to WB
- D. Agent call initiated by CVP

Answer: ([SHOW ANSWER](#))

A switch leg on CVP refers to an ingress SIP call leg from Ingress gateway to CVP, as this is where CVP receives and controls incoming calls from PSTN or other networks. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

NEW QUESTION: 21

Which ICM component delivers Route request to ICM Central Controller?

- A. WB
- B. AW/HDS/DDS
- C. CU1C
- D. IVRA/RU PG

Answer: ([SHOW ANSWER](#))

The ICM component that delivers Route request to ICM Central Controller is CVP, as it acts as a routing client that sends routing requests and receives routing instructions from ICM. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 10

NEW QUESTION: 22

Which two data sources are created in CUIC by default once the installation is completed?
(Choose two.)

- A. CUIC Data Source
- B. Live Data Streaming Data Source

- C. Real-Time Streaming Source
- D. HDS Data Source
- E. CVP Reporting Data Source

Answer: ([SHOW ANSWER](#))

A One of the data sources that are created in CUIC by default once the installation is completed is CUIC Data Source, as it connects to the CUIC database that stores report definitions and user information. B Another data source that is created in CUIC by default once the installation is completed is Live Data Streaming Data Source, as it connects to the Live Data service that provides real-time data for reports and dashboards. Reference = [Cisco Unified Intelligence Center Installation and Upgrade Guide Release 12.5(1)], page 11; [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 8

NEW QUESTION: 23

What is the role of a private network in UCCE/PCCE?

- A. provides configuration updates from Logger to AW
- B. keeps each side of the duplex pair in sync
- C. replicates data from PG to Router
- D. communicates with the public network

Answer: ([SHOW ANSWER](#))

The private network in UCCE/PCCE provides a dedicated communication channel between the duplexed components, such as Logger, Router, and PG, and keeps each side of the duplex pair in sync. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 20

NEW QUESTION: 24

What are two conditions in which PCS legs get invoked? (Choose two.)

- A. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is checked.
- B. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent's leg). Use the END node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.
- C. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is not checked.
- D. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent's leg). Use the Release node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.
- E. The correct call route is configured through the Call Manager server.

Answer: ([SHOW ANSWER](#))

A One of the conditions in which PCS legs get invoked is if Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is checked, as this causes CVP to send a new routing request to CCE when no agent answers the call. B Another condition in which PCS legs get invoked is if The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent's leg). Use the END node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR, as this prevents CVP from transferring the call to the Post Call Survey DN when the call is terminated by the caller or the IVR. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 25

NEW QUESTION: 25

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

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

Answer: ([SHOW ANSWER](#))

The protocol used by CVP to communicate to VRU PG is GED-155, which stands for Generic External Device Protocol version 155. GED-155 allows CVP to send and receive messages from VRU PG for call control and data exchange. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

NEW QUESTION: 26

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

Answer: ([SHOW ANSWER](#))

A One of the roles that CUIC plays in UCCE/PCCE is a web-based reporting platform, as it provides a browser-based interface for creating, viewing, and managing reports and dashboards. B Another role that CUIC plays in UCCE/PCCE is real-time data reporting, as it provides live data streaming from various data sources for monitoring and analysis. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 8

NEW QUESTION: 27

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]

Answer: ([SHOW ANSWER](#))

A JNDI name (include the jdbc/ portion) is one of the ways a Database Action Element is configured in the Call Studio application, as it specifies the name of the data source that is configured in the VVB to access the database. C SQL Query is another way a Database Action Element is configured in the Call Studio application, as it defines the SQL statement that is executed on the database to perform an operation or retrieve data. Reference = [Cisco Unified Call Studio User Guide Release 12.5(1)], page 48

NEW QUESTION: 28

What are two descriptions for the CUIC database? (Choose two.)

- A. A Voice Operating System (VOS) installs a MvSQL database as part of the base platform installation.
- B. The CUIC runs its own MvSQL 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.

Answer: ([SHOW ANSWER](#))

B One of the descriptions for the CUIC database is that the CUIC runs its own MySQL database storing users, roles, permissions, and report templates, as it provides a repository for CUIC configuration and customization data. C Another description for the CUIC database is that database purge schedule can be controlled or changed through the command-line interface, as it allows the administrator to set the frequency and duration of data purging for historical and real-time tables. Reference = [Cisco Unified Intelligence Center Installation and Upgrade Guide Release 12.5(1)], page 11; [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 10

NEW QUESTION: 29

What are two operations supported by the Agent Bulk Import Tool? (Choose two.)

- A. Update
- B. Create
- C. Add
- D. Subtract
- E. Replace

Answer: ([SHOW ANSWER](#))

A One of the operations supported by the Agent Bulk Import Tool is Update, as it allows the administrator to modify existing agent records in bulk. B Another operation supported by the Agent Bulk Import Tool is Create, as it allows the administrator to add new agent records in bulk. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 111

NEW QUESTION: 30

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 wb.

Answer: (SHOW ANSWER)

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. What CVP does next is it delivers this string via SIP invite to the Virtual Voice Browser (VVB), which will execute a VXML application on behalf of CVP. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

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