



Free Cisco 500-443 CCEAAR Practice Questions

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Question 1

Question Type: MultipleChoice

Which two ways are Finesse gadgets deployed? (Choose two.)

Options:

- A- supporting gadgets must be accessible by both the Agent PC and the Finesse Server.
- B- Finesse Gadgets must be uploaded only to the the hostrimary Finesse Server.
- C- The 3rdpartygadqet password and the file upload must be hosted on a separate server.
- D- Finesse Administration changes require a new login or Reset Layout in order to access changes.
- E- The file permissions only need to set for Read for Public Permissions.

Answer:

A, D

Explanation:

A One of the ways Finesse gadgets are deployed is that supporting gadgets must be accessible by both the Agent PC and the Finesse Server, as this ensures that the gadget can be loaded and rendered properly on both sides. D Another way Finesse gadgets are deployed is that Finesse Administration changes require a new login or Reset Layout in order to access changes, as this refreshes the Finesse desktop and applies the new gadget configuration. Reference = [Cisco Finesse Developer Guide Release 12.5(1)], page 10; [Cisco Finesse Administration Guide Release 12.5(1)], page 13

Question 2

Question Type: MultipleChoice

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

Options:

- A- ICA
- B- Web browser to access Web Administration tool
- C- RAW

- D- Secure Shell (SSHW1
- E- Microsoft RDP

Answer:

D, E

Question 3

Question Type: MultipleChoice

When an Agent's status turns Ready, which two components help notify the CCE Router about this new status? (Select two.)

Options:

- A- SPOG
- B- Agent PG/CTIServer
- C- AWDB
- D- IDS
- E- Finesse

Answer:

B, E

Explanation:

B Agent PG/CTIServer is one of the components that help notify the CCE Router about the new status of an agent when it turns Ready, as it sends a Peripheral Monitor Message (PMM) with agent state information to the Router. E Finesse is another component that help notify the CCE Router about the new status of an agent when it turns Ready, as it sends an HTTP request with agent state information to the CTIServer. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 10; [Cisco Finesse Administration Guide Release 12.5(1)], page 11

Question 4

Question Type: MultipleChoice

Which ICM component delivers Route request to ICM Central Controller?

Options:

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

Answer:

D

Question 5

Question Type: MultipleChoice

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

Options:

- 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:

D, E

Explanation:

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

Question 6

Question Type: MultipleChoice

On which server is the Bulk Import Tool run?

Options:

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

Answer:

A

Explanation:

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

Question 7

Question Type: MultipleChoice

What are two ways to access the Bulk Import Tool? (Choose two.)

Options:

- A- SPOG
- B- CUCM
- C- Bulk Import Webpage
- D- CCE Web Administration
- E- ICMDBA

Answer:

A, C

Explanation:

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



Question 8

Question Type: MultipleChoice

What are two default roles assigned to a supervisor imported from CCE DB? (Choose two.)

Options:

- A- Value List Collection Designer
- B- Agent Supervisor
- C- Report Designer
- D- Report Definition Designer
- E- Dashboard Designer

Answer:

B, E



Explanation:

B Agent Supervisor is one of the default roles assigned to a supervisor imported from CCE DB, as it allows the supervisor to view and manage agents and teams in Finesse. E Dashboard Designer is another default role assigned to a supervisor imported from CCE DB, as it allows the supervisor to create and edit dashboards in CUIC. Reference = [Cisco Finesse Administration Guide Release 12.5(1)], page 13; [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 9

According to the Cisco Unified Intelligence Center User Guide, Release 12.6 (1), a supervisor imported from CCE DB is assigned two default roles: Agent Supervisor and Dashboard

Designer1. The Agent Supervisor role allows the user to view reports related to agents, teams, and skill groups1. The Dashboard Designer role allows the user to create and edit dashboards that display reports in a graphical format1. The other options are not correct, because they are not default roles assigned to a supervisor imported from CCE DB. The Value List Collection Designer role allows the user to create and edit value list collections that define the values for report filters2. The Report Designer role allows the user to create and edit custom reports using the Report Definition Editor3. The Report Definition Designer role allows the user to create and edit report definitions that specify the data sources, fields, filters, and layouts for reports4.

1: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - User Roles

2: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Value List Collections

3: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Report Designer

4: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Report Definition Designer

Question 9

Question Type: MultipleChoice

What is a distinction between Packaged CCE and Unified CCE, specifically regarding call transfers?

Options:

A- CCE deployments support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but PCCE does not

B- Transfers that require Service Provider interaction via the NIC is supported by a PCCE Deployment in a 2K deployment model only.

C- PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but CCE does not.

D- Neither CCE nor PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller

Answer:

B

Explanation:

A distinction between Packaged CCE and Unified CCE, specifically regarding call transfers, is

that transfers that require Service Provider interaction via the NIC are supported by a PCCE Deployment in a 2K deployment model only. This means that PCCE can only support pre-routing call flows with NIC in a limited scale, while UCCE can support pre-routing call flows with NIC in any deployment model. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 101



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