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Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

Cisco 500-443

Version Demo

Total Demo Questions: 7

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Topic Break Down

Topic	No. of Questions
Topic 1, CCE Advanced Administration	61
Topic 2, CCE Advanced Reporting	14
Topic 3, Mix Questions	0
Total	75

QUESTION NO: 1

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: B

Explanation:

Ingress SIP call leg from Ingress gateway to CVP is correct because a switch leg is the SIP signaling and media call leg established between the ingress gateway and Cisco Unified Customer Voice Portal. The ingress gateway accepts the incoming call from the PSTN or another voice network and sends it toward CVP. CVP uses this leg as the call-control point through which it handles the incoming call, performs routing-related processing, and maintains the call context while the call is treated by the contact-center solution. In CVP call-flow terminology, the word “switch” reflects CVP’s role in controlling and connecting call legs rather than being the originating endpoint of the external call. This terminology is important when reviewing CVP call traces, diagnosing signaling behavior, and understanding how an inbound call is represented as it progresses from the ingress voice infrastructure into CVP and then through the wider contact-center workflow. Cisco’s CVP design documentation describes the ingress gateway-to-CVP SIP relationship as the switch leg in the comprehensive call model. See Cisco’s Unified Customer Voice Portal implementation and design guides and the Unified Contact Center Enterprise technical reference documentation.

QUESTION NO: 2

Which two files are used to deploy Finesse custom gadgets? (Choose two.)

A. Python

B. CSS

C. SON

D. JavaScript

E. C++

ANSWER: B D

Explanation:

CSS and JavaScript are used when deploying a Finesse custom gadget because Finesse gadgets are browser-based OpenSocial gadgets. CSS supplies the presentation layer: it controls the gadget’s visual styling, layout, sizing, fonts, colors, and other display behavior within the Finesse desktop. JavaScript supplies the client-side behavior and integration logic, such as responding to user actions, working with the Finesse JavaScript APIs, handling dialogs and events, and updating the gadget interface dynamically. These supporting files are typically referenced by the gadget’s XML definition and must be made available from the web server location used to host the custom gadget. In practice, a deployment packages the gadget definition together with its dependent web resources, including the CSS and JavaScript files, so that agents’ Finesse desktops can retrieve and render the gadget correctly. Cisco’s Finesse developer documentation describes custom gadgets as web applications that use standard web technologies and provides guidance for hosting gadget resources and using the Finesse JavaScript API. See the Cisco Finesse developer documentation and the Finesse JavaScript Library documentation.

QUESTION NO: 3

A newly imported agent can sign in and select Ready, but the agent is never selected for calls routed by a script that queues to the Sales skill group. Other Sales agents receive calls normally. Which configuration is most likely missing?

A. An association between the agent and the Sales skill group

B. An association between the agent and the Sales Call Type

C. An association between the agent and the Sales dialed number

D. An association between the agent and the Sales report definition

ANSWER: A

Explanation:

The agent must be associated with the Sales skill group. A Ready state makes an agent available, but the Router can select the agent for a queued call only when the agent belongs to the skill group or other target selected by the routing script.

The agent team affects supervisory organization and desktop visibility, but it does not by itself make the agent eligible for a skill-group queue. A Call Type and dialed number determine the routing entry point, not the individual agent's membership in the selected skill group.

QUESTION NO: 4

A Call Studio application must collect a caller's menu choice and then collect a multi-digit account number. Which two Call Studio elements are appropriate? (Choose two.)

A. Menu element for the caller's menu selection

B. Digits element for the account number

C. Database element for the account number

D. Audio element for the caller's menu selection

E. Decision element for the account number

ANSWER: A B

Explanation:

The **Menu** element is appropriate for collecting a caller's selection from defined options, such as pressing 1 for sales or 2 for service. The selected option determines the next path through the application.

The **Digits** element is appropriate for collecting a numerical string, such as an account number or PIN. A Database element can use the collected data later, but it does not collect DTMF input itself. Media and Decision elements also do not provide the required caller-input functions.

QUESTION NO: 5

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: A

Explanation:

Primary Administration is correct. The Bulk Import Tool is run from the primary Administration workstation/server environment because it is the designated administrative point for loading bulk configuration data into the Cisco Contact Center Enterprise system. The tool processes formatted import files and submits the resulting configuration changes through the system's administration and configuration-management infrastructure. Running it from the primary Administration location ensures that the import operates against the active administrative environment and uses the appropriate configuration connectivity, permissions, and supporting components. This placement also aligns bulk operations with normal change-control practices: administrators can validate the source file, execute the import from the authorized administrative system, review results and logs, and confirm that the imported objects are available to the wider contact-center deployment. Cisco's Contact Center Enterprise documentation groups bulk configuration and administration tasks with the Administration & Data Server/Administration Workstation functions, rather than with reporting or historical-data functions. See Cisco's Unified Contact Center Enterprise installation and configuration guides for the relevant administration and configuration documentation.

QUESTION NO: 6

A supervisor signs in to Finesse but cannot view or manage the intended agents in the supervisor desktop. Which two team configurations should be verified? (Choose two.)

A. The supervisor is assigned as a supervisor for the team.

B. The intended agents are assigned to that team.

C. The supervisor is assigned to every skill group used by the team.

D. The team is assigned to a CUIC dashboard.

E. The agents are configured as CVP VoiceXML applications.

ANSWER: A B

Explanation:

Finesse supervisor access is organized through CCE teams. The supervisor must be assigned as a supervisor for the applicable team, and the agents to be supervised must be assigned to that same team. These assignments establish the supervisory relationship used by the Finesse desktop.

Skill-group membership determines call-routing eligibility, not the supervisor's team view. A CUIC dashboard assignment controls reporting access and does not grant Finesse supervisor control of agents.

QUESTION NO: 7

An administrator needs to open the Cisco Virtualized Voice Browser Application Administration interface to manage VVB applications. Which URL path should be used after the VVB server IP address or hostname?

A. /ccmadmin

B. /cceadmin

C. /appadmin

D. /reporting

ANSWER: C

Explanation:

/appadmin is correct. The VVB Application Administration interface is accessed through HTTPS by using the VVB server address followed by the `/appadmin` path.

The `/ccmadmin` path is associated with Cisco Unified Communications Manager administration, and `/cceadmin` is not the VVB Application Administration path. The VVB interface is a separate administrative service from CUCM, CVP, and CCE administration pages.