



CISCO 500-443

**Cisco Advanced Administration and Reporting of Contact Center
Enterprise Certification Questions & Answers**

Exam Summary – Syllabus – Questions

500-443

[Advanced Unified Contact Center Enterprise Specialization requirements for Deployment Engineers](#)

45-55 Questions Exam – Variable (750-850 / 1000 Approx.) Cut Score – Duration of 90 minutes

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Know Your 500-443 Certification Well:

The 500-443 is best suitable for candidates who want to gain knowledge in the Cisco Channel Partner and Other. Before you start your 500-443 preparation you may struggle to get all the crucial Advanced Administration and Reporting of Contact Center Enterprise materials like 500-443 syllabus, sample questions, study guide.

But don't worry the 500-443 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 500-443 syllabus?
- How many questions are there in the 500-443 exam?
- Which Practice test would help me to pass the 500-443 exam at the first attempt?

Passing the 500-443 exam makes you Advanced Unified Contact Center Enterprise Specialization requirements for Deployment Engineers. Having the Advanced Administration and Reporting of Contact Center Enterprise certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Cisco 500-443 Advanced Administration and Reporting of Contact Center Enterprise Certification Details:

Exam Name	Cisco Advanced Administration and Reporting of Contact Center Enterprise
Exam Code	500-443
Exam Price	\$300 USD
Duration	90 minutes
Number of Questions	45-55
Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	<u>Administering Advanced Cisco Contact Center Enterprise (CCEAA)</u> <u>Reporting Cisco Contact Center Enterprise (CCER)</u>

Exam Registration	<u>PEARSON VUE</u>
Sample Questions	<u>Cisco 500-443 Sample Questions</u>
Practice Exam	<u>Advanced Unified Contact Center Enterprise Specialization requirements for Deployment Engineers Practice Test</u>

500-443 Syllabus:

Section	Weight	Objectives
Overview	20%	<ul style="list-style-type: none"> - Understand architecture and components - Understand PCCE protocols - Explain PCCE call flow - Describe PCCE access
Advanced Scripting and Data Exchange	15%	<ul style="list-style-type: none"> - Understand CCE Data Exchange - Describe Call Studio Scripting - Build CCE Scripting
CUCM Initiated Call Flows	15%	<ul style="list-style-type: none"> - Understand transfer types - Utilize CVP Call Flow models
Advanced Configuration	20%	<ul style="list-style-type: none"> - Deploy Finesse gadgets - Implement mobile agents - Implement PCS
Tools	10%	<ul style="list-style-type: none"> - Implement Bulk import tool
Reporting	10%	<ul style="list-style-type: none"> - Understand CUIC foundations - Utilize CUIC administration and operations console - Describe CUIC attributes - Utilize CUIC customization report

Cisco 500-443 Sample Questions:

Question: 1

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

Question: 2

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: d, e

Question: 3

What are the two required parameters to increase the default logout timer in Mobile Agent nailed connection mode in CUCM? (Choose two.)

- a) Enable the timer entirely.
- b) Increase the Maximum Call Duration Timer setting.
- c) Disable the timer entirely.
- d) Increase the agent logout setting.
- e) Enable the timer partially.

Answer: a, d

Question: 4

What are two mandatory ICM AW configurations to get the PCS working properly? (Choose two.)

- a) Configure the Survey DN, CT and associate with the Survey routing script.
- b) Set 'user.microapp.isPostCallSurvey' to y after either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.
- c) Set "user.microapp.isPostCallSurvey" to n before either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.
- d) Create a new call type for Post Call Survey, map incoming dialed number to a survey dialed number pattern, and associates the survey dialed number patterns to the survey call type.
- e) Create a new call type for Post Call Survey, map survey dialed number pattern to the incoming dialed number, and associate the incoming dialed number patterns to the survey call type.

Answer: a, b

Question: 5

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: d

Question: 6

You are designing a Cisco Unified Contact Center Express system with four requirements: 250 configured agents 150 agents maximum logged in at any given time 30 agents able to make outbound calls 20 agents able to answer emails How many premium seats should be purchased?

- a) 180 seats
- b) 200 seats
- c) 150 seats
- d) 250 seats

Answer: c

Question: 7

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: c, d

Question: 8

How is Mobile Agent implemented?

- a) Both CUCM based and CTIOS silent monitoring are supported for Mobile agent silent monitoring.
- b) Remote CTI Port DN is used by the agent at login and is where callers are routed when this agent is selected.
- c) Both RCP and LCP CTI ports are linked with PG and Call control for those ports are provided by PG through JTAPI to CM.
- d) Local CTI Port is good enough for logged-in Mobile Agent and full functionality.

Answer: b

Question: 9

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

Question: 10

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

Answer: a

Study Guide to Crack Cisco Advanced Administration and Reporting of Contact Center Enterprise 500-443

Exam:

- Getting details of the 500-443 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 500-443 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Cisco provided training for 500-443 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 500-443 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 500-443 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 500-443 Certification

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