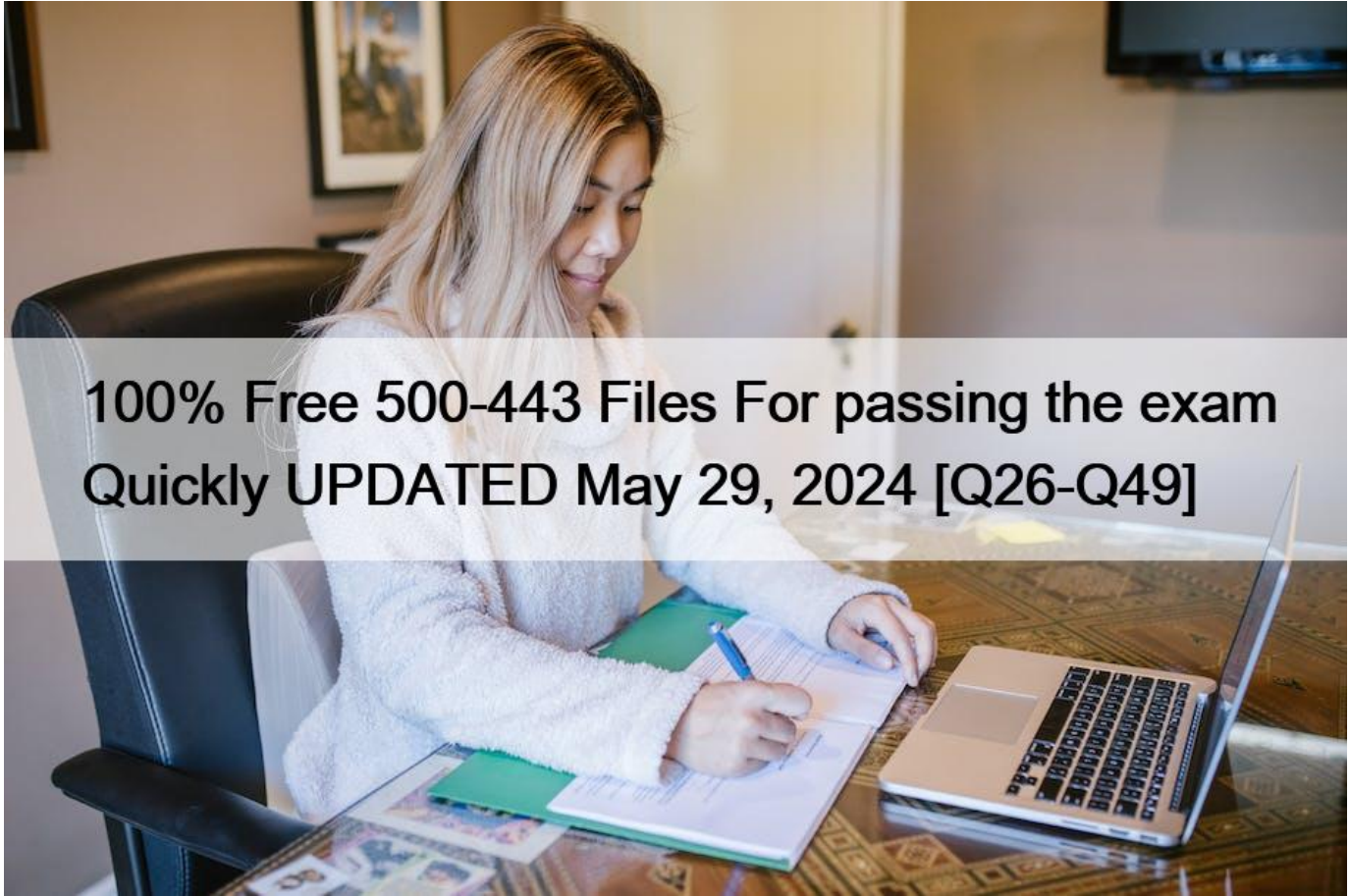# 100% Free 500-443 Files For passing the exam Quickly UPDATED May 29, 2024 [Q26-Q49

100% Free 500-443 Files For passing the exam Quickly UPDATED May 29, 2024 500-443 Dumps Questions Study Exam Guide

The 500-443 exam is intended for professionals who have a deep understanding of Cisco UCCE solutions and want to enhance their skills in advanced administration and reporting. It is also recommended for individuals who work in contact center environments and need to manage complex deployments of UCCE. Candidates should have at least three years of experience in deploying and administering UCCE solutions, as well as a solid knowledge of Cisco Voice over IP (VoIP) technologies, Cisco networking principles, and data center operations.

Cisco 500-443 certification exam is an advanced-level exam designed for contact center administrators and reporting professionals. 500-443 exam is focused on testing the candidate's knowledge and skills in managing, administering, and reporting on contact center enterprise solutions. 500-443 exam is aimed at professionals who have experience working with Cisco contact center solutions and want to enhance their knowledge and skills to take their career to the next level.

NO.26 A report definition user is trying to delete an existing definition but fails. What is the cause?

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

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

NO.27 What are two XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup? (Choose two.)

* drfSchedule.xml
* drfDevice.xml
* drfDeviceProfile.xml
* drfPlatform.xml
* drfSystem.xml

drfSchedule.xml is one of the XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup, as it contains the information about the backup schedules. E drfSystem.xml is another XML file that will be backed up when the Disaster Recovery System performs a cluster-level backup, as it contains the information about the system components and their dependencies. References = [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.5(1)], page 37

NO.28 Where must a Dialed Number be mapped within CCE?

* Call Type, which in turn points to a scheduled Routing Script
* Precision queue
* Skill group
* Media Server

A Dialed Number must be mapped within CCE to a Call Type, which in turn points to a scheduled Routing Script. This allows CCE to route calls based on the dialed number and apply different treatments and reports for different call types. Reference = Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 2

NO.29 What is the semantic meaning of the RouterCallKeyDay variable?

* It represents a number that corresponds to the day that the call was taken. For example: at midnight it could increment from 151191 to 151192.
* It represents a string that corresponds to the day that the call was taken. For example: at midnightit could advance from “Monday” to “Tuesday”.
* It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.
* It represents a sequence number used for ordering rows for the same call.
* It represents a string that corresponds to a Globally Unique Call Identifier.

NO.30 Which of the following tools can be used to troubleshoot common UCCE issues related to call center performance? (Select all that apply)

* Cisco Unified Contact Center Enterprise Administration (CUCEA)
* Cisco Unified Intelligence Center (CUIC)
* Cisco Unified Communications Manager (CUCM)
* Cisco RTMT (Real-Time Monitoring Tool)

Cisco Unified Intelligence Center (CUIC. and D. Cisco RTMT (Real-Time Monitoring Tool). Cisco Unified Intelligence Center (CUIC. can be used to analyze call center performance and identify areas for improvement. The Cisco RTMT (Real-Time Monitoring Tool) can be used to monitor call center performance in real-time and troubleshoot issues related to call quality and call center efficiency.

NO.31 Which

option is needed to configure “user.microapp.media_server=”http://mediaserver” value on Cisco Unified
Contact Center Enterprise scripts?
* Cisco Unified Customer Voice Portal to route calls to “mediaserver”
* mapping an IP address to hostname on Cisco Unified Contact Center Enterprise
* mapping an IP address to hostname on VXML gateway
* no default “mediaserver” in Cisco Unified CVP configuration

NO.32 What are two descriptions about web page accesses for a CUIC user or administrator? (Choose two.)
* The “Admin* page or OAMP site is used for the daily “admin.’
* The day-to-day admin tasks regarding users, security, and reports will be done on the reporting page.
* The Web URLs or pages are available for access, “Admin* page, “System* page, and a Reporting page.
* There is a limited view of activities based on agent size.
* The default user is defined upon installation of software and can be used to login to either page initially to perform the integration.
B One of the descriptions about web page accesses for a CUIC user or administrator is that the day-to-day admin tasks regarding
users, security, and reports will be done on the reporting page, as it provides a user interface for managing report definitions,
dashboards, value lists, collections, andpermissions. C Another description about web page accesses for a CUIC user or
administrator is that the Web URLs or pages are available for access are “Admin” page, “System”
page, and a Reporting page, as they provide different functions and features for CUIC administration and operation. References =
[Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 8; [Cisco Unified Intelligence Center Installation and Upgrade
Guide Release 12.5(1)], page 11

NO.33 Which variable does the Cisco Unified Customer Voice Portal use to return information about problems encountered while
running a script?
* user.microapp.input_type
* user.microapp.FromExtVXML
* user.microapp.error_code
* user.microapp.server_info

NO.34 Which list of scripting objects is valid in a Consider If formula for Precision Queue?
* Call, Attribute, SkillGroup, Call Type
* Call, PQ, SkillGroup, Call Type
* Call Type, PQ, Attribute, Call
* Call, Call Type, Proficiency, SkillGroup

NO.35 Which device access is needed to manage agent phones for UCCE/PCCE?
* CUCM Admin
* CCE Web Admin tool
* Config Manager tool
* Finesse Admin
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. References

= Administering Advanced Cisco Contact Center Enterprise (CCEAA), page 4

NO.36 Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)
* ICM Organizational Unit
* ICM facility
* ICM User Group policy

* ICM Security policy
* ICM instance
* ICM agent users

NO.37 What is the purpose of the SMTP setting in the CUIC administrator web page?
* configure the email server and actual schedule for the reports to be sent
* configures the actual schedule for the reports to be sent
* only configures the email server used to email scheduled reports
* only configures the email server used to email the alert notification

The purpose of the SMTP setting in the CUIC administrator web page is to only configure the email server used to email scheduled reports, as it specifies the host name, port number, user name, password, and sender address of the SMTP server. References = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 10

NO.38 What is the purpose of Cisco Unified Contact Center Enterprise (UCCE. in a contact center enterprise system?
* To manage customer interactions across multiple channels
* To provide call control and signaling
* To monitor agent performance
* To record customer interactions

Explanation: Cisco Unified Contact Center Enterprise (UCCE. is a component of a contact center enterprise system that is designed to manage customer interactions across multiple channels, including phone, email, chat, and social media.

NO.39 What are two ways to access UCCE/PCCE Servers? (Choose two.)
* ICA
* Web browser to access Web Administration tool
* RAW
* Secure Shell (SSHW1
* Microsoft RDP

NO.40 What are two Bulk Import Tool ‘Template’ Options to perform Administration Tasks? (Choose two.)
* Call Type
* Extended Call Variable
* Call routes
* Skill Groups
* User

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. References = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 110

NO.41 Which three methods ensure that Cisco Unified Contact Center Enterprise route requests that experience unexpected scripting conditions are counted as default-routed rather than errors in call type reports? (Choose three.)
* Test your scripts to ensure that all routing logic is correct.
* Configure default labels for each dialed number using the Configuration Manager.
* Include a Termination node with Termination type of default label for all scripts in which there is some unexpected input.
* In all routing scripts, account for failure by creating a path for calls that encounter unexpected conditions.
* Configure default labels for each skill group using the Configuration Manager.
* In all routing scripts, account for failure by triggering one of the congestion control features to handle the call.

NO.42 What is the role of a private network in UCCE/PCCE?
* provides configuration updates from Logger to AW

* keeps each side of the duplex pair in sync
* replicates data from PG to Router
* communicates with the public network

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

NO.43 Which of the following tools can be used to troubleshoot common UCCE issues related to media routing? (Select all that apply)
* Cisco Unified Contact Center Enterprise Serviceability (CUCEs)
* Cisco Unified Contact Center Enterprise Administration (CUCEA)
* RTMT (Real-Time Monitoring Tool)
* Cisco Unified Intelligence Center (CUIC)

NO.44 Using queuing at the edge with SigDigits, which option describes what “param sigdigits 3” on the bootstrap service accomplishes?
* Prefix three digits to the dialed number at the end.
* Suffix three digits to dialed number.
* Truncate three digits from dialed number.
* Consider only the first three digits from the dial number.

NO.45 Which of the following is a common UCCE issue related to call routing?
* Agent login failures
* Database connectivity issues
* Media routing failures
* Call drops or transfers

Call drops or transfers. Call drops or transfers are a common UCCE issue related to call routing. They can be caused by issues with call routing configuration, system resources, or network connectivity.

NO.46 What is referred to as a switch leg on CVP?
* Script request from CVP to UCCE/PCCE
* Ingress SIP call leg from Ingress gateway to CVP
* Ringtone call from CVP to WB
* Agent call initiated by CVP

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. References = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

NO.47 What is the purpose of Cisco Packaged Contact Center Enterprise (PCCE)?
* To deploy a UCCE system on-premises
* To deploy a UCCE system in the cloud
* To deploy a UCCE system for small and medium-sized businesses
* To deploy a UCCE system for large-scale enterprise contact centers

Note: The answers are based on the information provided in the PDF document linked in the question.

However, it is important to note that the correct answers may change depending on the exam version and updates to the course materials.

NO.48 Which Cisco Finesse CLI command provides the license MAC address?
* show network status

* show net status
* show status
* show network detail
* show net detail

NO.49 Which three statements about Cisco Unified Customer Voice Portal Whisper Announcements are true?

(Choose three.)
* The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
* The second number calls the Whisper Announcement itself. The CVP default for this number is

9191919100.
* The second number calls the Whisper Announcement itself. The CVP default for this number is

9292929200.
* As an option, set the dial plan with 9191*.
* As an option, set the dial plan with 9292*.
* The Whisper Announcement dialed number is always an extension of the Ringtone dialed number with an extra two zeros at the end.

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