

Cisco.500-443.v2023-12-20.q58

Exam Code:	500-443
Exam Name:	Advanced Administration and Reporting of Contact Center Enterprise
Certification Provider:	Cisco
Free Question Number:	58
Version:	v2023-12-20
# of views:	422
# of Questions views:	580
https://www.freepdfdumps.com/Cisco.500-443.v2023-12-20.q58.html	

NEW QUESTION: 1

Which of the following are common UCCE issues related to database connectivity? (Select all that apply)

- A. Database connectivity issues
- B. Poor voice quality
- C. Agent configuration issues
- D. Call routing failures

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

What is the role of the Automatic Call Distributor (ACD) in a contact center enterprise system?

- A. To route incoming calls to the appropriate agent
- B. To monitor agent performance
- C. To record customer interactions
- D. To generate reports on call center metrics

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

Explanation: The ACD component of a contact center enterprise system is responsible for routing incoming calls to the appropriate agent based on predetermined criteria, such as skills-based routing or first-in-first-out (FIFO) routing.

NEW QUESTION: 3

Which of the following are common UCCE issues related to call quality? (Select all that apply)

- A. Agent configuration issues
- B. Poor voice quality
- C. Database connectivity issues
- D. Call routing failures

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

NEW QUESTION: 4

What is the purpose of the UCCE database schema?

- A. To provide real-time statistics on call center performance.
- B. To manage and configure UCCE system settings and parameters.
- C. To store data related to call center interactions and performance.
- D. To manage and configure agent and skill group settings.

Answer: ([SHOW ANSWER](#))

To store data related to call center interactions and performance. The UCCE database schema is used to store data related to call center interactions and performance. It provides a structured format for storing and organizing data, which can be accessed and analyzed using reporting tools such as Cisco Unified Intelligence Center (CUIC).

NEW QUESTION: 5

Which of the following are common UCCE issues related to call routing? (Select all that apply)

- A. Agent configuration issues
- B. Call routing failures
- C. Database connectivity issues
- D. Poor voice quality

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

Call routing failures. Common UCCE issues related to call routing include incorrect routing configurations, incorrect routing scripts, and incorrect routing attributes. These issues can result in calls being routed to the wrong agent or resource, resulting in poor customer experiences and decreased call center efficiency.

NEW QUESTION: 6

Which tool can be used to troubleshoot common UCCE issues related to call routing, agent configuration, and media routing?

- A. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- B. Cisco Finesse desktop
- C. Cisco Unified Intelligence Center (CUIC)
- D. Cisco Unified Contact Center Enterprise Serviceability (CUCES)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

What is the role of the UCCE Logger in UCCE?

- A. To route incoming calls to the most appropriate agent based on customer data
- B. To provide real-time statistics on call center performance
- C. To provide historical call data for reporting purposes
- D. To store call center configuration data

Answer: C (LEAVE A REPLY)

NEW QUESTION: 8

What is the purpose of Mobile Agents in UCCE?

- A. To allow agents to work remotely from a mobile device
- B. To enable agents to handle calls from multiple sites
- C. To provide real-time reporting on agent performance
- D. To automate call routing based on caller location

Answer: A (LEAVE A REPLY)

Explanation: Mobile Agents is an advanced UCCE feature that allows agents to work remotely from a mobile device, providing flexibility and convenience while still maintaining their ability to handle customer interactions.

NEW QUESTION: 9

Which of the following tools can be used to troubleshoot common UCCE issues related to call control?

(Select all that apply)

- A. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- B. Cisco Unified Communications Manager (CUCM)
- C. Cisco Unified Intelligence Center (CUIC)
- D. Cisco RTMT (Real-Time Monitoring Tool)

Answer: B (LEAVE A REPLY)

Cisco Unified Communications Manager (CUCM) and D. Cisco RTMT (Real-Time Monitoring Tool). The Cisco Unified Communications Manager (CUCM) can be used to troubleshoot UCCE issues related to call control by providing tools to view and analyze call routing and signaling activity. The Cisco RTMT (Real-Time Monitoring Tool) can be used to monitor call activity and troubleshoot issues related to call quality and call control.

NEW QUESTION: 10

What is the role of the Cisco Unified Contact Center Enterprise (UCCE) Peripheral Gateway Router in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To route incoming calls to the appropriate destination based on customer data and agent availability

Answer: (SHOW ANSWER)

To route incoming calls to the appropriate destination based on customer data and agent availability.

The Cisco Unified Contact Center Enterprise (UCCE) Peripheral Gateway Router is a component of the UCCE system that routes incoming calls to the appropriate destination based on customer data and agent availability. It provides tools for managing and controlling call routing activity, as well as analyzing call center performance.

NEW QUESTION: 11

Which of the following tools can be used to troubleshoot common UCCE issues related to media routing? (Select all that apply)

- A. RTMT (Real-Time Monitoring Tool)
- B. Cisco Unified Intelligence Center (CUIC)
- C. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- D. Cisco Unified Contact Center Enterprise Serviceability (CUCES)

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 12

Which of the following are advanced UCCE features? (Select all that apply)

- A. Voice Portal Self-Service
- B. Courtesy Callback
- C. Mobile Agents
- D. Precision Routing

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 13

Which of the following tools can be used to troubleshoot common UCCE issues related to call routing scripts? (Select all that apply)

- A. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- B. Cisco Unified Contact Center Enterprise Script Editor
- C. Cisco Unified Intelligence Center (CUIC)
- D. Cisco RTMT (Real-Time Monitoring Tool)

Answer: B (LEAVE A REPLY)

Cisco Unified Contact Center Enterprise Script Editor. The Cisco Unified Contact Center Enterprise Script Editor is a tool used by UCCE administrators to create and edit call routing scripts. Issues related to call routing scripts can be troubleshooted by analyzing script logic and making necessary changes in the Script Editor.

NEW QUESTION: 14

Which of the following tools can be used to troubleshoot common UCCE issues related to network connectivity? (Select all that apply)

- A. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- B. Cisco Unified Communications Manager (CUCM)
- C. Cisco Unified Intelligence Center (CUIC)
- D. Cisco RTMT (Real-Time Monitoring Tool)

Answer: A,B (LEAVE A REPLY)

Cisco Unified Communications Manager (CUCM) and D. Cisco RTMT (Real-Time Monitoring Tool). The Cisco Unified Communications Manager (CUCM) can be used to troubleshoot UCCE issues related to network connectivity by providing tools to monitor network traffic and analyze signaling activity. The Cisco RTMT (Real-Time Monitoring Tool) can be used to monitor network connectivity and troubleshoot issues related to network performance and availability.

NEW QUESTION: 15

Which of the following is a common UCCE issue related to call routing?

- A. Agent login failures
- B. Database connectivity issues
- C. Media routing failures
- D. Call drops or transfers

Answer: D (LEAVE A REPLY)

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.

NEW QUESTION: 16

Which of the following tools can be used to monitor UCCE real-time statistics and take action on critical alerts? (Select all that apply)

- A. Cisco Unified Contact Center Enterprise Serviceability (CUCES)
- B. Cisco Finesse desktop
- C. Cisco RTMT (Real-Time Monitoring Tool)
- D. Cisco Unified Intelligence Center (CUIC)

Answer: B (LEAVE A REPLY)

Valid 500-443 Dumps shared by Actual4test.com for Helping Passing 500-443 Exam! Actual4test.com now offer the **newest 500-443 exam dumps**, the Actual4test.com 500-443 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com 500-443 dumps with Test Engine here:

https://www.actual4test.com/500-443_examcollection.html (62 Q&As Dumps, **30%OFF**

Special Discount: Freepdfdumps)

NEW QUESTION: 17

What is the role of Cisco Mobile Supervisor in UCCE?

- A. To allow supervisors to manage agents and monitor call center performance on mobile devices
- B. To provide self-service IVR capabilities on mobile devices
- C. To handle incoming customer interactions on mobile devices
- D. To monitor real-time statistics on mobile devices

Answer: A (LEAVE A REPLY)

NEW QUESTION: 18

What is the purpose of APIs and web services in integrating UCCE with other business applications?

- A. To enable UCCE to exchange data with other business applications
- B. To monitor agent performance and generate reports on call center metrics
- C. To provide a web-based agent desktop for managing customer interactions
- D. To automate the handling of customer interactions without human involvement

Answer: (SHOW ANSWER)

Explanation: APIs (Application Programming Interfaces) and web services are used to integrate UCCE with other business applications, allowing UCCE to exchange data with other systems such as CRM, ERP, and ticketing systems, resulting in a more streamlined and efficient contact center operation.

NEW QUESTION: 19

Which of the following are benefits of using Cisco Unified Intelligence Center (CUIC) in UCCE? (Select all that apply)

- A. Real-time reporting capabilities
- B. Historical reporting capabilities
- C. Customizable reports and dashboards
- D. Enhanced agent desktop functionality

Answer: A,B,C (LEAVE A REPLY)

Real-time reporting capabilities, B. Historical reporting capabilities, and C. Customizable reports and dashboards. Cisco Unified Intelligence Center (CUIC) provides real-time and historical reporting capabilities for Cisco contact center solutions. It allows users to create and customize reports and dashboards that can be used to analyze call center performance and make informed business decisions.

NEW QUESTION: 20

What is the function of the Cisco Unified Intelligence Center (CUIC) in UCCE?

- A. To create and customize reports
- B. To handle incoming customer interactions
- C. To provide real-time statistics on call center performance

D. To route incoming calls to the most appropriate agent based on customer data

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

What is the role of the Cisco Unified Contact Center Enterprise (UCCE. Unified ICME in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To manage and distribute contact center resources, such as agents and IVRs

Answer: ([SHOW ANSWER](#))

To manage and distribute contact center resources, such as agents and IVRs. The Cisco Unified Contact Center Enterprise (UCCE. Unified ICME (Integrated Contact Management Enterprise. is a component of the UCCE system that manages and distributes contact center resources, such as agents and IVRs. It provides tools for ensuring that the right resources are available to handle incoming calls and that those resources are being used

NEW QUESTION: 22

What is the purpose of real-time reports in UCCE reporting?

- A. To provide historical data about call center performance.
- B. To provide data on call center performance at the present moment.
- C. To provide scheduled reports on call center performance.
- D. To provide data on call center performance over an extended period of time.

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

To provide data on call center performance at the present moment. Real-time reports in UCCE reporting provide data on call center performance at the present moment. They allow administrators and managers to monitor the call center in real-time, identify issues, and make necessary adjustments.

NEW QUESTION: 23

What is the role of the Unified CCE Master Controller in UCCE?

- A. To monitor real-time statistics in UCCE
- B. To create and customize reports in UCCE
- C. To manage and control the UCCE system components
- D. To handle incoming customer interactions

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

NEW QUESTION: 24

What is the role of the Cisco Unified Contact Center Enterprise Administration (CUCEA) in UCCE?

- A. To manage and control the UCCE system components

- B. To provide real-time statistics on call center performance
- C. To handle incoming customer interactions
- D. To manage UCCE configuration and administration tasks

Answer: D (LEAVE A REPLY)

NEW QUESTION: 25

Which of the following is a common UCCE issue related to agent and skill group configuration?

- A. Database connectivity issues
- B. Agent login failures
- C. Media routing failures
- D. Call drops or transfers

Answer: B (LEAVE A REPLY)

Agent login failures. Agent login failures are a common UCCE issue related to agent and skill group configuration. They can be caused by issues with agent accounts, skill group assignments, or database connectivity.

NEW QUESTION: 26

What is the role of the Cisco Unified Contact Center Enterprise (UCCE. Unified CCE Call Server in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To control call routing and provide CTI data to agents

Answer: D (LEAVE A REPLY)

To control call routing and provide CTI data to agents. The Cisco Unified Contact Center Enterprise (UCCE. Unified CCE Call Server is a component of the UCCE system that controls call routing and provides Computer Telephony Integration (CTI) data to agents. It interfaces with the Cisco Unified Communications Manager (CUCM) to control call routing and provides real-time information to agents about the caller, including caller ID and previous interactions.

NEW QUESTION: 27

Which of the following are key components of the UCCE Media Routing Domain? (Select all that apply)

- A. Cisco Unified Intelligence Center (CUIC)
- B. Cisco Unified Contact Center Enterprise (UCCE)
- C. Cisco Unified Customer Voice Portal (CVP)
- D. Cisco Unified Communications Manager (CUCM)

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 28

Which of the following are benefits of using Cisco Hosted Collaboration Solution for Contact Center (HCS-CC)? (Select all that apply)

- A. Increased security
- B. Reduced costs
- C. Enhanced reporting capabilities
- D. Improved customer experience
- E. Scalability

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

NEW QUESTION: 29

What is the purpose of a contact center enterprise system?

- A. To manage customer interactions through various communication channels
- B. To provide a platform for employees to communicate with each other
- C. To manage the financial aspects of a business
- D. To automate customer interactions without human involvement

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

Explanation: A contact center enterprise system is designed to manage customer interactions through various communication channels such as phone, email, chat, and social media.

NEW QUESTION: 30

Which of the following tools is used to monitor and troubleshoot UCCE system issues related to system components and services?

- A. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- B. Cisco Unified Contact Center Enterprise Serviceability (CUCES)
- C. Cisco Unified Intelligence Center (CUIC)
- D. Cisco RTMT (Real-Time Monitoring Tool)

Answer: ([SHOW ANSWER](#))

Cisco Unified Contact Center Enterprise Serviceability (CUCES). The Cisco Unified Contact Center Enterprise Serviceability (CUCES) tool is used to monitor and troubleshoot UCCE system issues related to system components and services. It provides tools for monitoring system processes, identifying system performance issues, and troubleshooting issues related to system configuration.

NEW QUESTION: 31

What is the purpose of the Cisco Finesse desktop?

- A. To handle incoming customer interactions in UCCE
- B. To monitor real-time statistics for UCCE
- C. To manage agents and skill groups in UCCE
- D. To create and customize reports in UCCE

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

Valid 500-443 Dumps shared by Actual4test.com for Helping Passing 500-443 Exam! Actual4test.com now offer the **newest 500-443 exam dumps**, the Actual4test.com 500-443 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com 500-443 dumps with Test Engine here:

https://www.actual4test.com/500-443_examcollection.html (62 Q&As Dumps, **30%OFF**

Special Discount: [Freepdfdumps](#))

NEW QUESTION: 32

Which of the following are benefits of using Cisco Unified Contact Center Enterprise (UCCE) over Cisco Unified Contact Center Express (UCCX)? (Select all that apply)

- A. Enhanced reporting capabilities
- B. More advanced routing capabilities
- C. Lower cost
- D. Greater scalability

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

What is the role of the Cisco Unified Contact Center Enterprise (UCCE) Serviceability in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To manage and monitor UCCE system services and components

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

To manage and monitor UCCE system services and components. The Cisco Unified Contact Center Enterprise (UCCE) Serviceability is a component of the UCCE system that provides tools for managing and monitoring UCCE system services and components. It allows UCCE administrators to monitor system health, view system logs, and troubleshoot issues related to UCCE components and services.

NEW QUESTION: 34

Which of the following are benefits of using Cisco Unified Contact Center Enterprise (UCCE) over traditional ACD systems? (Select all that apply)

- A. Improved call routing accuracy
- B. Lower cost
- C. Greater scalability
- D. Enhanced reporting capabilities

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

NEW QUESTION: 35

Which of the following is a benefit of using the Cisco Finesse reporting tool?

- A. It provides real-time data on call center performance.
- B. It allows agents to monitor their own performance.
- C. It generates historical reports on call center performance.
- D. It allows for custom report configurations.

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

It allows agents to monitor their own performance. The Cisco Finesse reporting tool allows agents to monitor their own performance and identify areas for improvement. It provides data on agent activity, call volume, and customer satisfaction, among other metrics.

NEW QUESTION: 36

What is the role of the Cisco Unified Contact Center Enterprise (UCCE) Diagnostic Framework in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To diagnose and troubleshoot UCCE system issues

Answer: ([SHOW ANSWER](#))

To diagnose and troubleshoot UCCE system issues. The Cisco Unified Contact Center Enterprise (UCCE).

Diagnostic Framework is a tool used by UCCE administrators to diagnose and troubleshoot UCCE system issues. It provides tools for analyzing system logs, monitoring system activity, and identifying issues related to system components and services.

NEW QUESTION: 37

What is the role of the Cisco Unified Contact Center Enterprise (UCCE) Logger in UCCE?

- A. To manage and control the UCCE system components
- B. To handle incoming customer interactions
- C. To capture and store call data for reporting purposes
- D. To provide real-time statistics on call center performance

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

NEW QUESTION: 38

What is the purpose of the UCCE Call Router in UCCE?

- A. To route incoming calls to the most appropriate agent based on customer data
- B. To provide historical call data for reporting purposes
- C. To manage and control the UCCE system components
- D. To provide real-time statistics on call center performance

Answer: (SHOW ANSWER)

NEW QUESTION: 39

What are the functions of the Cisco Finesse desktop in UCCE? (Select all that apply)

- A. Create and customize reports
- B. Handle incoming customer interactions
- C. Manage agents and skill groups
- D. Monitor real-time statistics

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 40

What is the role of the Cisco Unified Contact Center Enterprise (UCCE. Outbound Option in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To manage outbound campaigns and dialer operations

Answer: D (LEAVE A REPLY)

To manage outbound campaigns and dialer operations. The Cisco Unified Contact Center Enterprise (UCCE. Outbound Option is a component of the UCCE system that allows call center administrators to manage outbound campaigns and dialer operations. It provides tools for managing calling lists, creating and scheduling campaigns, and monitoring campaign performance.

NEW QUESTION: 41

What is the function of Cisco Unified Intelligence Center (CUIC. in UCCE?

- A. To route incoming calls to the most appropriate agent based on customer data
- B. To handle incoming customer interactions
- C. To create and customize reports
- D. To provide real-time statistics on call center performance

Answer: C (LEAVE A REPLY)

NEW QUESTION: 42

What is the function of Cisco Unified Communications Manager (CUCM) in a contact center enterprise system?

- A. To provide call control and signaling
- B. To route incoming calls to the appropriate agent
- C. To record customer interactions
- D. To monitor agent performance

Answer: A (LEAVE A REPLY)

Explanation: Cisco Unified Communications Manager (CUCM) is a component of a contact center enterprise system that provides call control and signaling, including call routing, call queuing, and call processing.

NEW QUESTION: 43

What is the purpose of Precision Routing in UCCE?

- A. To route incoming calls to the most appropriate agent based on customer data
- B. To provide real-time statistics on call center performance
- C. To allow customers to receive a callback when an agent becomes available
- D. To integrate UCCE with other business applications

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

What is the purpose of the Cisco Unified Contact Center Enterprise Service Framework (CESF) in UCCE?

- A. To provide real-time statistics on call center performance
- B. To handle incoming customer interactions
- C. To allow integration with third-party applications using web services
- D. To provide historical call data for reporting purposes

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

NEW QUESTION: 45

Which of the following reporting tools is used by UCCE administrators to configure and manage report settings?

- A. Cisco Unified Intelligence Center (CUIC)
- B. Cisco Finesse
- C. Cisco Unified Communications Manager (CUCM)
- D. Cisco Unified Contact Center Enterprise Administration (CUCEA)

Answer: ([SHOW ANSWER](#))

Cisco Unified Intelligence Center (CUIC). Cisco Unified Intelligence Center (CUIC) is used by UCCE administrators to configure and manage report settings. It provides tools for creating and modifying report templates, configuring data sources, and defining custom report fields.

NEW QUESTION: 46

What is the purpose of the UCCE Peripheral Gateway (PG) in UCCE?

- A. To manage and control the UCCE system components
- B. To handle incoming customer interactions
- C. To interface with external devices such as ACDs and IVRs
- D. To provide real-time statistics on call center performance

Answer: ([SHOW ANSWER](#))

Valid 500-443 Dumps shared by Actual4test.com for Helping Passing 500-443 Exam! Actual4test.com now offer the **newest 500-443 exam dumps**, the Actual4test.com 500-443 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com 500-443 dumps with Test Engine here:
https://www.actual4test.com/500-443_examcollection.html (62 Q&As Dumps, **30%OFF**
Special Discount: Freepdfdumps)

NEW QUESTION: 47

What is the role of the Cisco Unified Contact Center Enterprise (UCCE. Configuration Manager in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To manage and configure UCCE system settings and parameters

Answer: (SHOW ANSWER)

To manage and configure UCCE system settings and parameters. The Cisco Unified Contact Center Enterprise (UCCE. Configuration Manager is a tool used by UCCE administrators to manage and configure UCCE system settings and parameters. It provides tools for configuring system components and services, as well as troubleshooting issues related to system configuration.

NEW QUESTION: 48

What is the purpose of the Cisco Unified Contact Center Enterprise Administration (CUCEA. tool?

- A. To configure media routing in UCCE
- B. To create and customize reports in UCCE
- C. To troubleshoot database connectivity issues in UCCE
- D. To configure and manage agents and skill groups in UCCE

Answer: (SHOW ANSWER)

NEW QUESTION: 49

Which of the following tools can be used to troubleshoot common UCCE issues related to call center reporting? (Select all that apply)

- A. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- B. Cisco Unified Intelligence Center (CUIC)
- C. Cisco Unified Communications Manager (CUCM)
- D. Cisco RTMT (Real-Time Monitoring Tool)

Answer: (SHOW ANSWER)

Cisco Unified Intelligence Center (CUIC). The Cisco Unified Intelligence Center (CUIC) can be used to troubleshoot UCCE issues related to call center reporting. It provides tools for analyzing call center data and generating reports, as well as troubleshooting issues related to data accuracy and completeness.

NEW QUESTION: 50

What is the function of Cisco Unified Contact Center Enterprise (UCCE) in UCCE?

- A. To handle incoming customer interactions
- B. To manage and control the UCCE system components
- C. To provide real-time statistics on call center performance
- D. To route incoming calls to the most appropriate agent based on customer data

Answer: D (LEAVE A REPLY)

NEW QUESTION: 51

Which of the following UCCE features allows agents to log in and receive interactions on their mobile devices?

- A. Precision Routing
- B. Mobile Agents
- C. Courtesy Callback
- D. Voice Portal Self-Service

Answer: B (LEAVE A REPLY)

NEW QUESTION: 52

Which of the following tools is used to perform database queries in UCCE?

- A. Cisco Unified Contact Center Enterprise Administration (CUCEA)
- B. Cisco Unified Contact Center Enterprise Serviceability (CUCES)
- C. Cisco Unified Intelligence Center (CUIC)
- D. Cisco RTMT (Real-Time Monitoring Tool)

Answer: C (LEAVE A REPLY)

Cisco Unified Intelligence Center (CUIC). Cisco Unified Intelligence Center (CUIC) provides tools for performing database queries in UCCE. It allows administrators and managers to analyze call center data and generate reports based on specific data queries.

NEW QUESTION: 53

Which of the following is a common UCCE issue related to media routing?

- A. Agent configuration issues
- B. Database connectivity issues
- C. Poor voice quality
- D. Call routing failures

Answer: C (LEAVE A REPLY)

NEW QUESTION: 54

Which of the following is an advanced UCCE feature that allows customers to receive a callback when an agent becomes available?

- A. Voice Portal Self-Service
- B. Precision Routing
- C. Mobile Agents
- D. Courtesy Callback

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

NEW QUESTION: 55

Which of the following are common UCCE issues related to agent performance? (Select all that apply)

- A. Agent configuration issues
- B. Call routing failures
- C. Poor agent productivity
- D. Database connectivity issues

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

What is the purpose of Cisco Unified Contact Center Enterprise (UCCE) in a contact center enterprise system?

- A. To manage customer interactions across multiple channels
- B. To provide call control and signaling
- C. To monitor agent performance
- D. To record customer interactions

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 57

What is the role of the Cisco Unified Contact Center Enterprise (UCCE) Peripheral Gateway (PG) in UCCE?

- A. To manage and control the UCCE system components
- B. To interface with external devices such as ACDs and IVRs
- C. To handle incoming customer interactions
- D. To provide real-time statistics on call center performance

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

NEW QUESTION: 58

What is the function of the Cisco Unified Contact Center Enterprise Serviceability (CUCES) tool?

- A. To perform database queries for UCCE
- B. To troubleshoot and diagnose UCCE system issues
- C. To customize and schedule reports in UCCE
- D. To monitor real-time statistics for UCCE

Answer: B (LEAVE A REPLY)

Valid 500-443 Dumps shared by Actual4test.com for Helping Passing 500-443 Exam! Actual4test.com now offer the **newest 500-443 exam dumps**, the Actual4test.com 500-443 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com 500-443 dumps with Test Engine here:

https://www.actual4test.com/500-443_examcollection.html (62 Q&As Dumps, **30%OFF**)

Special Discount: Freepdfdumps)