



Advanced Administration and Reporting of Contact Center Enterprise (500-443)

Exam Description: Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR 500-443) is a 90-minute exam associated with the Advanced Unified Contact Center Enterprise Specialization requirements for Deployment Engineers. This exam tests a candidate's knowledge of PCCE architecture and components, advance scripting and data exchange, CUCM initiated call flows, advanced configuration, tools, and reporting. The courses Administering Advanced Cisco Contact Center Enterprise, and Reporting Cisco Contact Center Enterprise help candidates to prepare for this exam.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. To better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

20%	1.0	Overview 1.1 Understand architecture and components 1.2 Understand PCCE protocols 1.3 Explain PCCE call flow 1.4 Describe PCCE access
15%	2.0	Advanced Scripting and Data Exchange 2.1 Understand CCE Data Exchange 2.2 Describe Call Studio Scripting 2.3 Build CCE Scripting
15%	3.0	CUCM Initiated Call Flows 3.1 Understand transfer types 3.2 Utilize CVP Call Flow models
20%	4.0	Advanced Configuration 4.1 Deploy Finesse gadgets 4.2 Implement mobile agents 4.3 Implement PCS
10%	5.0	Tools 5.1 Implement Bulk import tool
20%	6.0	Reporting 6.1 Understand CUIC foundations 6.2 Utilize CUIC administration and operations console 6.3 Describe CUIC attributes 6.4 Utilize CUIC customization report