Vendor: Cisco

Exam Code:500-442

Exam Name: Administering Cisco Contact Center Enterprise (CCEA)

Version: Demo

QUESTION 1

How are additional ICM Tools added?

A. Script Editor is available in the PG and ICM Router server.

B. PG Server node will add the additional tools provided in the Administration Tools folder.

C. Admin Server node will add the additional tools provided in the Administration Tools folder.

D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

Correct Answer: A

QUESTION 2

Which two role types have access to CUIC reporting objects maintained through a system of Roles and Permissions? (Choose two.)

A. Report Designer

B. Dashboard Administrator

C. Security Administrator

D. Report Definition Designer

E. Security Configuration Designer

Correct Answer: CD

QUESTION 3

What are two tools an Agent Desktop Admin Role can access? (Choose two.)

A. Script Editor

B. Call Trace

C. Reason Code

D. Workflow

E. Config Manager Tools

Correct Answer: BC

QUESTION 4

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

A. Dialed Numbers

B. Agents

C. Routing Scripts

D. Administrative Scripts

E. Deleted Objects

Correct Answer: AC

QUESTION 5

What is the function of the CVP Subdialog Return element in a VXML application?

A. populate variables sent back to CCE

B. populate variables sent back to Virtualized Voice Browser

C. populate variables sent back to VXML Gateway

D. populate variables sent back to VXML Server

Correct Answer: A

QUESTION 6

Which .bat file displays the status of the VXML server and the applications running?

A. ResumeApp.bat

B. Stalus.bat

C. Update.bat

D. Deploy.bat

Correct Answer: B

QUESTION 7

What are two types of reports Cisco Unified Intelligence Center will provide? (Choose two.)

A. TCP/IP disconnect reports

B. Real-time Report

C. Historical Report

D. Administration Audit Report

E. Call Routing Reports

Correct Answer: CD

QUESTION 8

How many Workflows are supported by Finesse?

A. up to 20 Workflows with 5 per Team

B. up to 100 Workflows with 5 per Team

C. up to 100 Workflows with 20 per Team

D. up to 200 Workflows with 20 per Team

Correct Answer: A

QUESTION 9

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

A. the number of calls the agent has taken

B. the Weight of the attribute

C. the agent with the Most Attributes

D. Longest Available

Correct Answer: C

QUESTION 10

In a CCE Call Flow, which step comes after the call arrives and is held on a port on the Ingress Gateway?

A. ICM responds to the Route Request by running a Routing Script.

B. CVP delivers a Route Request to the ICM Central Controller.

C. CVP establishes an HTTP link with theVVB(or IOS VXML Gateway), establishing the IVR Leg of the call.

D. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server.

Correct Answer: C

QUESTION 11

Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

A. cost

B. productivity

C. customer expectations

D. customer satisfaction

E. call abandon rate

F. average queue time

Correct Answer: CE

QUESTION 12

Which script mode is in use if the script\\'s appearance has changed to a bright white background with black dots?

A. Monitor

B. Edit

C. Browse

D. Quick Edit

Correct Answer: D