500-442 Q&As

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QUESTION 1

How many clusters of Finesse will a single PG support?

A. one

B. two

C. three

D. four

Correct Answer: A

QUESTION 2

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 3

In a CCE Call Flow, how does ICM respond to a CVP new Route Request?

A. ICM sends an Agent Label, which prompts a command to CVP.

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

C. ICM responds to the Route Request by running an Administrative Script.

D. ICM sends a VRU Label, which prompts a command to CVP

Correct Answer: C

QUESTION 4

WhichVVBCLI command can set an individual media file to an expired state?

A. setVVBcache stale_cache_entries

B. show setVVBcache stale_cache_entry

C. OutilsVVBcache stale_cache_entry

D. setVVBcache stale_cache_entry

Correct Answer: A

QUESTION 5

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

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