

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

What is the suggested mechanism to offer coaching to agents by supervisors?

- A. TeamMessage
- B. Desktop chat
- C. Email
- D. Whisper coaching

Correct Answer: B

QUESTION 2

How many teams can an Agent be a part of?

- A. 1
- B. 2
- C. 3
- D. unlimited

Correct Answer: A

QUESTION 3

What are two data sources the Cisco Unified Intelligence Center (CUIC) will access to fetch data to render reports? (Choose two.)

- A. Cisco Unified Communication Manager Server
- B. Cisco Customer Voice PortalReporting Server
- C. Cisco Data Browser
- D. Cisco Administration Serverand Historical Data Server
- E. Cisco Virtual Voice Browser

Correct Answer: AB

QUESTION 4

Which communication protocol is being used between PG/Router and Live Data to generate report information?

- A. TCP
- B. HTTP
- C. TIP
- D. UDP

Correct Answer: A

QUESTION 5

What are two default CCB VXML applications that could be modified? (Choose two.)

- A. CallbackEntry
- B. cvp_ccb-vxml.tcl
- C. Callback Engine
- D. BillingQueue
- E. CallbackQueue

Correct Answer: AB

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