

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

When is the IVR leg established in a CCE Call Flow?

- A. when CVP establishes an HTTP link with the VXML Server
- B. when CVP establishes an HTTP link with the Media Server
- C. when CVP establishes an HTTP link with theVVB(or IOS VXML Gateway)
- D. when the Ingress Gateway delivers a SIP invite message to the CVP server

Correct Answer: A

QUESTION 2

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 3

Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

- A. CCE Admin page
- B. Domain Manager
- C. Active Directory
- D. Configuration Manager

Correct Answer: A

QUESTION 4

How many clusters of Finesse will a single PG support?

- A. one

- B. two
- C. three
- D. four

Correct Answer: A

QUESTION 5

Which VVB CLI 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

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