

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

Which two actions are Supervisors able to perform that Agents are unable to perform? (Choose two.)

- A. view Team gadget in Finesse
- B. answer Calls from Skill groups and PQs
- C. CUC login
- D. log in to CCE admin
- E. CUCMAPI

Correct Answer: AB

QUESTION 2

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

- A. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
- B. TCP/IP connections through the network
- C. reporting
- D. heartbeat mechanism between Contact Center components
- E. caller defines the reason for the call from several menu options

Correct Answer: CE

QUESTION 3

Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Choose two.)

- A. the file format is mp3
- B. G711 mu-law or a-law
- C. G729
- D. the max file size is 40 MB
- E. the file format is wav

Correct Answer: AD

QUESTION 4

Which server holds the .wav files on a UCCE environment?

- A. VXMLGW
- B. CVP reporting server
- C. ICM Router
- D. Media Server

Correct Answer: D

QUESTION 5

Which two steps are required to configure RONA for CCE? (Choose two.)

- A. Survivability
- B. Auto-answer
- C. CCE Web Admin
- D. Scripting logic
- E. Skill target configuration

Correct Answer: CE

QUESTION 6

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

QUESTION 7

How many clusters of Finesse will a single PG support?

- A. one
- B. two

C. three

D. four

Correct Answer: A

QUESTION 8

Which two steps are involved in configuring and evaluating business in an ICM script? (Choose two.)

A. Configure set variable in ICM script editor

B. Configure Business Hours under Organizational Setup > Business hours under CCE Admin

C. Use the expression BusinessHourStatus. . BusinessHours in the IF node.

D. Configure Business Hours under Organizational Setup > Departments under CCE Admin

E. Configure an IF node in ICM script editor

Correct Answer: BC

QUESTION 9

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 10

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

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