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Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

Which variable remains available to all scripts in the system until reset?

A. Caller Entered digits

B. Call variable

C. User variable

D. Peripheral variable

Correct Answer: B

QUESTION 2

Where should the RONA setting be positioned the highest?

A. on CVP OPS console

B. on the phone in CUCM

C. on the desk setting on UCCE

D. on the script in UCCE

Correct Answer: C

QUESTION 3

In CCE deployments, which two configuration tasks can be performed via the Finesse Server Administration page? {Choose two.)

A. Routing Layouts

B. Workflows

C. Routing scripts

D. Skill-groups

E. Reason Codes

Correct Answer: BE

QUESTION 4

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 5

Which two functionalities should a Contact Center typically be provided? (Choose two.)

A. Skill-Based Routing

B. Surveys

C. IVR and Queuing

D. TCP/IP

E. Routing Protocols

Correct Answer: AC

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