



# 500-442<sup>Q&As</sup>

Administering Cisco Contact Center Enterprise (CCEA)

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#### QUESTION 1

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: BC

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#### QUESTION 2

Which script mode is in use if the script's appearance has changed to a bright white background with black dots?

- A. Monitor
- B. Edit
- C. Browse
- D. Quick Edit

Correct Answer: D

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#### QUESTION 3

How many teams can an Agent be a part of?

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

Correct Answer: A

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#### QUESTION 4

How can the Extension Mobility feature be described?



- A. As part of the configuration, the Device profile needs to be created in CCE and associate each Device Profile with the appropriate Agent.
- B. As part of the configuration, both device profiles and phones need to be added to the pg user account.
- C. The Cisco Unified CM feature that allows Agents to temporarily access their Cisco Unified IP Phone configuration, such as line appearances, services, and speed dials, from other Unified IP Phones.
- D. The Extension Mobility Cross Cluster works on phones that are located in the same Unified CM cluster.

Correct Answer: C

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/10\\_5\\_2/ccmfeat/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-feature-configuration-guide\\_1052/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-feature-configuration-guide\\_chapter\\_011101.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101.html)

#### QUESTION 5

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

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