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

Administering Cisco Contact Center Enterprise (CCEA)

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**QUESTION 1**

What are the two main features of theCisco VVB? (Choose two.)

A. allows customers to retrieve the required information through voice commands without interacting with an agent

B. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities

C. allows an agent to retrieve the required information through voice commands without interacting with a customer

D. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities

E. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time

Correct Answer: AE

**QUESTION 2**

What are two purposes of Cisco Unified Intelligence Center? (Choose two.)

A. allows agents to re-skill to a different skill group or team

B. automates Text to Voice Bot Configurations

C. allows different groups of users to configure APIs based on their roles

D. obtains data from the base solution\\\'s database, known as Data Sources

E. customizes the visual presentation of the reports

Correct Answer: DE

**QUESTION 3**

In Finesse, how are different gadgets enabled for specific team members?

A. Ask an administrator to configure the team with a custom layout.

B. Only the same type and configuration of gadgets are supported for all users.

C. Ask the agent to add the gadget to his desktop after launching Finesse.

D. Ask the supervisor to add the gadget to the agents desktop.

Correct Answer: A

**QUESTION 4**

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 Portal Reporting Server

C. Cisco Data Browser

D. Cisco Administration Serverand Historical Data Server

E. Cisco Virtual Voice Browser

Correct Answer: BD

**QUESTION 5**

Which two key tasks must be completed in ICM to enable basic agent functionality in a CCE deployment? (Choose two.)

A. configure Skill groups and Skill targets

B. configure Agent Desk Settings

C. configure Route teams and Skill targets

D. configure Agent Route Groups

E. configure the Administrators

Correct Answer: BD

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