500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

What value is used for Variable REQUERY_NO ANSWER?

A. 1

B. 2

C. 3

D. 4

Correct Answer: C

QUESTION 2

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 3

Which two role types have access to CUIC reporting objects maintained through a system of Roles and Permissions? (Choose two.)

A. Report Designer

B. Dashboard Administrator

C. Security Administrator

D. Report Definition Designer

E. Security Configuration Designer

Correct Answer: AC

QUESTION 4

Which two components must be configured for CCE to begin routing the contact and start processing the call? (Choose two.)

A. ICM script

B. Skill Targets

C. Network VRU

D. Call type

E. Media routing domain

Correct Answer: BE

QUESTION 5

Which tool can be used to verify the configuration of Basic Call settings?

A. Deleted Objects tool

B. ICM Script Editor

C. Router Log Viewer

D. Call Tracer

Correct Answer: D

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