



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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: C

QUESTION 2

How are additional ICM Tools added?

- A. Script Editor is available in the PG and ICM Router server.
- B. PG Server node will add the additional tools provided in the Administration Tools folder.
- C. Admin Server node will add the additional tools provided in the Administration Tools folder.
- D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

Correct Answer: A

QUESTION 3

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 4

What does Precision Routing use to determine if an agent is part of its pool?

- A. Skills



B. Attributes

C. Expressions

D. Teams

Correct Answer: D

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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