



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

Administering Cisco Contact Center Enterprise (CCEA)

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#### QUESTION 1

What are two types of reports Cisco Unified Intelligence Center will provide? (Choose two.)

- A. TCP/IP disconnect reports
- B. Real-time Report
- C. Historical Report
- D. Administration Audit Report
- E. Call Routing Reports

Correct Answer: CD

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#### QUESTION 2

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

- A. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
- B. TCP/IP connections through the network
- C. reporting
- D. heartbeat mechanism between Contact Center components
- E. caller defines the reason for the call from several menu options

Correct Answer: CE

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#### 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: C

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#### QUESTION 4



Which two types of scripts can be created with the Script Editor? (Choose two.)

- A. Call Flow and Call Control Scripts
- B. Call Studio Scripts
- C. Routing Scripts
- D. Tenant Scripts
- E. Administrative Scripts

Correct Answer: BE

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#### QUESTION 5

Which two steps are required to configure RONA for CCE? (Choose two.)

- A. Survivability
- B. Auto-answer
- C. CCE Web Admin
- D. Scripting logic
- E. Skill target configuration

Correct Answer: CE

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