



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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: AE

QUESTION 2

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 3

What are two PCCE deployment models that support the Avaya ACD Integration? (Choose two.)

- A. PCCE 4K
- B. PCCE 2K
- C. PCCE Admin Mode
- D. PCCE Lab Mode
- E. PCCE 12K

Correct Answer: AE



QUESTION 4

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: BC

QUESTION 5

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

- A. the number of calls the agent has taken
- B. the Weight of the attribute
- C. the agent with the Most Attributes
- D. Longest Available

Correct Answer: B

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