500-442^Q&As

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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

QUESTION 2

Which two steps are involved in configuring and evaluating business in an ICM script? (Choose two.)

A. Configure set variable in ICM script editor

B. Configure Business Hours under Organizational Setup > Business hours under CCE Admin

C. Use the expression BusinessHourStatus. . BusinessHours in the IF node.

D. Configure Business Hours under Organizational Setup > Departments under CCE Admin

E. Configure an IF node in ICM script editor
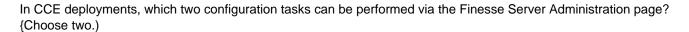
Correct Answer: BC

QUESTION 3

What are two tools an Agent Desktop Admin Role can access? (Choose two.)

A. Script Editor

B. Call Trace

C. Reason Code

D. Workflow

E. Config Manager Tools

Correct Answer: DE

QUESTION 4

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 5

What is the goal of identifying a call type?

A. to ensure the correct Skill Target is selected

B. to ensure the call goes to the correct MRD

C. to ensure the contact is handled by the correct CCE Routing Script

D. to ensure the call reaches the agent in the correct queue

Correct Answer: D

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