



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

Which VVB CLI command can set an individual media file to an expired state?

- A. `utils vvb cache stale_cache_entry`
- B. `set vvb cache stale_cache_entry`
- C. `show set vvb cache stale_cache_entry`
- D. `set vvb cache stale_cache_entries`

Correct Answer: A

QUESTION 2

What are two purposes of Cisco Unified Intelligence Center? (Choose two.)

- A. allows agents to re-skill to a different skill group or team
- B. automates Text to Voice Bot Configurations
- C. allows different groups of users to configure APIs based on their roles
- D. obtains data from the base solution's database, known as Data Sources
- E. customizes the visual presentation of the reports

Correct Answer: DE

QUESTION 3

What are two possible Outbound Dialing Modes? (Choose two.)

- A. Direct Predictive Mode
- B. Preview Mode
- C. Progression Mode
- D. Accept Mode
- E. Predictive Mode

Correct Answer: BE



QUESTION 4

What is the function of the CVP Subdialog Return element in a VXML application?

- A. populate variables sent back to CCE
- B. populate variables sent back to Virtualized Voice Browser
- C. populate variables sent back to VXML Gateway
- D. populate variables sent back to VXML Server

Correct Answer: B

QUESTION 5

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

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