



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

What are two channels or features supported by ECE? (Choose two.)

- A. TSMS
- B. Chat
- C. Courtesy Callback
- D. Callback
- E. Email

Correct Answer: BE

QUESTION 2

Which user role must be assigned to the ToExtVXML variable in the ICM script?

- A. Config Manager Role
- B. Internet Script Editor Role
- C. ICM Script Admin Role
- D. Agent Admin Role

Correct Answer: C

QUESTION 3

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: DE



QUESTION 4

What is the maximum number of attributes that can be assigned to an Agent?

- A. 40
- B. 50
- C. 200
- D. 500

Correct Answer: B

QUESTION 5

Which two actions are Supervisors able to perform that Agents are unable to perform? (Choose two.)

- A. view Team gadget in Finesse
- B. answer Calls from Skill groups and PQs
- C. CUC login
- D. log in to CCE admin
- E. CUCMAPI

Correct Answer: AD

QUESTION 6

Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

- A. cost
- B. productivity
- C. customer expectations
- D. customer satisfaction
- E. call abandon rate
- F. average queue time

Correct Answer: AE



QUESTION 7

What are two default CCB VXML applications that could be modified? (Choose two.)

- A. CallbackEntry
- B. cvp_ccb-vxml.tcl
- C. Callback Engine
- D. BillingQueue
- E. CallbackQueue

Correct Answer: AE

QUESTION 8

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

QUESTION 9

How many Workflows are supported by Finesse?

- A. up to 20 Workflows with 5 per Team
- B. up to 100 Workflows with 5 per Team
- C. up to 100 Workflows with 20 per Team
- D. up to 200 Workflows with 20 per Team



Correct Answer: C

QUESTION 10

Which communication protocol is being used between PG/Router and Live Data to generate report information?

- A. TCP
- B. HTTP
- C. TIP
- D. UDP

Correct Answer: C

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