



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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

QUESTION 2

What value is used for Variable REQUERY_NO ANSWER?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: C

QUESTION 3

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 4



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 5

Deploying a VXML application is a two-step process. The first step is deploying the projects to a local archive (.zip file using the Deploy option in Call Studio). The second part of the project deployment uses SPOG to transfer the .zip file to the VXML Server(s). Which option in SPOG will be utilized to transfer these zip files to VXML Server(s)?

- A. Route Settings under Call Settings card
- B. IVR Settings under Call Settings card
- C. Device Configuration under Infrastructure Settings card
- D. Miscellaneous under Call Settings card

Correct Answer: C

QUESTION 6

Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

- A. VRU PG
- B. Unified Communications Manager
- C. Media Server
- D. Voice Browser
- E. Finesse Server

Correct Answer: CD

QUESTION 7



What are two descriptions for the Agent Targeting Rule? (Choose two.)

- A. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG).
- B. The Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients.
- C. Agent Targeting Rule configuration simplifies the Mobile Agent configuration for the CCE Agent Peripheral Gateways (PG).
- D. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE VRU Peripheral Gateways (PG).
- E. The Agent Targeting Rule allows configuration of Media groups by specifying the Agent id range and valid Routing Clients.

Correct Answer: AB

QUESTION 8

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: BC

QUESTION 9

Which tool can be used to verify the configuration of Basic Call settings?

- A. Deleted Objects tool
- B. ICM Script Editor
- C. Router Log Viewer
- D. Call Tracer

Correct Answer: D



QUESTION 10

How many teams can an Agent be a part of?

- A. 1
- B. 2
- C. 3
- D. unlimited

Correct Answer: A

QUESTION 11

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 12

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 13

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

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