



Vendor: Cisco

Exam Code: 500-442

Exam Name: Administering Cisco Contact Center Enterprise

Version: DEMO

QUESTION 1

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

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

Answer: D

QUESTION 2

Which two components are needed to setup RONA? (Choose two.)

- A. Agent Permission levels
- B. Call Routing Logic
- C. System timers
- D. Skill Target Configuration
- E. Attribute settings

Answer: DE

QUESTION 3

In a CCE Call Flow, how does ICM respond to a CVP new Route Request?

- A. ICM sends an Agent Label, which prompts a command to CVP.
- B. ICM responds to the Route Request by running a Routing Script.
- C. ICM responds to the Route Request by running an Administrative Script.
- D. ICM sends a VRU Label, which prompts a command to CVP

Answer: C

QUESTION 4

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

Answer: CE

QUESTION 5

What is the suggested mechanism to offer coaching to agents by supervisors?

- A. TeamMessage
- B. Desktop chat

- C. Email
- D. Whisper coaching

Answer: B

QUESTION 6

Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

- A. CCE Admin page
- B. Domain Manager
- C. Active Directory
- D. Configuration Manager

Answer: A

QUESTION 7

Which two role types have access to CUIIC reporting objects maintained through a system of Roles and Permissions? (Choose two.)

- A. Report Designer
- B. Dashboard Administrator
- C. Security Administrator
- D. Report Definition Designer
- E. Security Configuration Designer

Answer: CD

QUESTION 8

Which two servers can be accessed from the Web Administration tool? (Choose two.)

- A. Rogger
- B. PG
- C. DCCMP
- D. CVP
- E. Finesse

Answer: BD

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