

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

Which two functionalities should a Contact Center typically be provided? (Choose two.)

- A. Skill-Based Routing
- B. Surveys
- C. IVR and Queuing
- D. TCP/IP
- E. Routing Protocols

Correct Answer: AC

QUESTION 2

Which server holds the .wav files on a UCCE environment?

- A. VXMLGW
- B. CVP reporting server
- C. ICM Router
- D. Media Server

Correct Answer: D

QUESTION 3

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

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

Correct Answer: BD

QUESTION 4

When is the IVR leg established in a CCE Call Flow?

- A. when CVP establishes an HTTP link with the VXML Server
- B. when CVP establishes an HTTP link with the Media Server
- C. when CVP establishes an HTTP link with the VVB(or IOS VXML Gateway)
- D. when the Ingress Gateway delivers a SIP invite message to the CVP server

Correct Answer: A

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: AB

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