500-442 Q&As

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

How are additional ICM Tools added?

A. Script Editor is available in the PG and ICM Router server.

B. PG Server node will add the additional tools provided in the Administration Tools folder.

C. Admin Server node will add the additional tools provided in the Administration Tools folder.

D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

Correct Answer: A

QUESTION 2

What are two tools an Agent Desktop Admin Role can access? (Choose two.)

A. Script Editor

B. Call Trace

C. Reason Code

D. Workflow

E. Config Manager Tools

Correct Answer: BC

QUESTION 3

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

Correct Answer: CE

QUESTION 4

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: CD

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

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