

DUMPS ARENA

Administering Cisco Contact Center Enterprise (CCEA)

Cisco 500-442

Version Demo

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QUESTION NO: 1

What does Precision Routing use to determine if an agent is part of its pool?

- A. Skills
- B. Attributes
- C. Expressions
- D. Teams

ANSWER: A**Explanation:**

Precision Routing uses skills to determine if an agent is part of its pool. Skills are the abilities and knowledge that an agent has which can be used to match them with the right customer.

QUESTION NO: 2

Which two key tasks must be completed in ICM to enable basic agent functionality in a CCE deployment? (Choose two.)

- A. configure Skill groups and Skill targets
- B. configure Agent Desk Settings
- C. configure Route teams and Skill targets
- D. configure Agent Route Groups
- E. configure the Administrators

ANSWER: A D**Explanation:**

Skill groups and Skill targets define the skills of the Agents, and Agent Route Groups are used to route incoming calls to the appropriate Agent. Additionally, Agent Desk Settings must be configured to define the desk settings for the Agents, such as working hours, break times, and call routing preferences. Configuring Route teams and Skill targets and configuring the Administrators are not necessary to enable basic agent functionality in a CCE deployment.

References: A.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/ccc_eig/ccceig_configuring_icm.html#wp1039644 D.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/ccc_eig

QUESTION NO: 3

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Dialed Numbers
- B. Agents
- C. Routing Scripts
- D. Administrative Scripts
- E. Deleted Objects

ANSWER: A B**Explanation:**

Dialed Numbers are the numbers that are dialed to reach the CCE, and Agents refer to the user accounts that are used to access the CCE. Routing Scripts and Administrative Scripts are scripts that are created to define the behavior of the CCE, and Deleted Objects are objects that have been removed from the CCE.

References: A.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/ccceig/ccceig_web.html B.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/ccceig/ccceig_web.html

QUESTION NO: 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

ANSWER: A**Explanation:**

when the Ingress Gateway delivers a SIP invite message to the CVP server, CVP establishes an HTTP link with the VXML Server and the IVR leg of the call is established. This allows the CVP server to send VXML commands to the VXML Server and receive the responses. The VXML Server then interprets these commands and plays the appropriate audio/video files and processes the callers inputs.

QUESTION NO: 5

What is the function of the CVP Subdialog Return element in a VXML application?

- A. populate variables sent back to CCE
- B. populate variables sent back to Virtualized Voice Browser
- C. populate variables sent back to VXML Gateway
- D. populate variables sent back to VXML Server

ANSWER: A

Explanation:

the CVP Subdialog Return element is used to populate variables sent back to CCE in a VXML application. This element enables the VXML application to return values to the CCE for further processing. The CVP Subdialog Return element does not populate variables sent back to the Virtualized Voice Browser, VXML Gateway, or VXML Server.

QUESTION NO: 6

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

ANSWER: A E

Explanation:

the Agent Desktop Admin Role can access the Script Editor tool and the Config Manager Tools. The Script Editor tool allows agents to customize their scripts, while the Config Manager Tools allow administrators to manage their configuration settings across multiple devices.

QUESTION NO: 7

In a CCE Call Flow, which step comes after the call arrives and is held on a port on the Ingress Gateway?

- A. ICM responds to the Route Request by running a Routing Script.
- B. CVP delivers a Route Request to the ICM Central Controller.
- C. CVP establishes an HTTP link with the VVB (or IOS VXML Gateway), establishing the IVR Leg of the call.
- D. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server.

ANSWER: A

Explanation:

in a CCE Call Flow, after the call arrives and is held on a port on the Ingress Gateway, ICM responds to the Route Request by running a Routing Script.

QUESTION NO: 8

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

ANSWER: D**Explanation:**

the Call Tracer tool can be used to verify the configuration of Basic Call settings. This tool allows administrators to trace the progress of a call from the time it is placed until it is routed to the correct destination.

QUESTION NO: 9

What are two data sources the Cisco Unified Intelligence Center (CUIC) will access to fetch data to render reports? (Choose two.)

- A. Cisco Unified Communication Manager Server
- B. Cisco Customer Voice Portal Reporting Server
- C. Cisco Data Browser
- D. Cisco Administration Server and Historical Data Server
- E. Cisco Virtual Voice Browser

ANSWER: A D**Explanation:**

The Cisco Unified Communication Manager Server provides data about the call activities and media routing, while the Cisco Administration Server and Historical Data Server provide data about the agent activities and historical performance data. These two data sources are used by CUIC to generate reports about the call and agent activities, as well as any other performance metrics that need to be tracked.

Reference: Cisco Unified Intelligence Center (CUIC) - Data Sources - Cisco
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-data-sources.html>

QUESTION NO: 10

Which two steps are required to configure a Supervisor? (Choose two.)

A. assign the Supervisor to only one Team

B. assign the Supervisor to a Skill Group and Precision Queue

C. make sure the Supervisor has an Active Directory Account

make sure the Supervisor has an Active Directory Account: The Supervisor must have an Active Directory (AD) account in order to be able to log in to the Cisco Finesse web interface and manage the contact center operations.

D. ensure that "Is Supervisor" is checked

ensure that "Is Supervisor" is checked: The Supervisor role must be assigned to the AD account. This can be done by navigating to the Cisco Unified Contact Center Enterprise Administration page and searching for the Supervisor's account. Once located, the "Is Supervisor" checkbox must be checked to give the account the necessary permissions to manage the contact center.

Reference: Cisco Finesse Administration Guide

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/Finesse_11_6/administration/guide/Cisco_Finesse_Administration_Guide_11_6.pdf

E. assign the Supervisor to a Precision Queue

ANSWER: C D**Explanation:**

C. make sure the Supervisor has an Active Directory Account: The Supervisor must have an Active Directory (AD) account in order to be able to log in to the Cisco Finesse web interface and manage the contact center operations.

D. ensure that "Is Supervisor" is checked: The Supervisor role must be assigned to the AD account. This can be done by navigating to the Cisco Unified Contact Center Enterprise Administration page and searching for the Supervisor's account. Once located, the "Is Supervisor" checkbox must be checked to give the account the necessary permissions to manage the contact center.

Reference: Cisco Finesse Administration Guide

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