

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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 2

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 3

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 4

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

Correct Answer: AD

QUESTION 5

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

- A. the number of calls the agent has taken
- B. the Weight of the attribute
- C. the agent with the Most Attributes
- D. Longest Available

Correct Answer: C

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