

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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

- A. TeamMessage
- B. Desktop chat
- C. Email
- D. Whisper coaching

Correct Answer: B

QUESTION 2

What are the two main features of the Cisco VVB? (Choose two.)

- A. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- B. allows an agent to retrieve the required information through voice commands without interacting with a customer
- C. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- D. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time
- E. allows customers to retrieve the required information through voice commands without interacting with an agent

Correct Answer: AE

Cisco Virtualized Voice Browser (VVB) is designed to facilitate concurrent multimedia communication processing. Cisco VVB has the following features: ?Facilitates self-service options such as access to check account information or user-directed call routing by processing user commands through touchtone input or speech-recognition technologies. ?Allows customers to retrieve the required information through voice commands without interacting with an agent, to navigate to the correct department, or to get help from an agent. ?Provides multilingual support for Cisco VVB server prompts for automated speech recognition (ASR) and text-to-speech (TTS) capabilities. ?Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/cisco_vvb/vvb11_6/configuration/guide/cvwb_b_ciscovvb-administration-and-configuration-guide/cvwb_b_ciscovvb-administration-and-configurationguide_chapter_01.pdf

QUESTION 3

Which two steps are required to configure RONA for CCE? (Choose two.)

- A. Survivability

- B. Auto-answer
- C. CCE Web Admin
- D. Scripting logic
- E. Skill target configuration

Correct Answer: CE

QUESTION 4

Which script mode is in use if the script's appearance has changed to a bright white background with black dots?

- A. Monitor
- B. Edit
- C. Browse
- D. Quick Edit

Correct Answer: D

QUESTION 5

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

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

Correct Answer: D

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