



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 components are needed to setup RONA? (Choose two.)

- A. Agent Permission levels
- B. Call Routing Logic
- C. System timers
- D. Skill Target Configuration
- E. Attribute settings

Correct Answer: BC

QUESTION 3

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: BC



QUESTION 4

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
- D. ensure that "Is Supervisor" is checked
- E. assign the Supervisor to a Precision Queue

Correct Answer: BD

QUESTION 5

Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

- A. cost
- B. productivity
- C. customer expectations
- D. customer satisfaction
- E. call abandon rate
- F. average queue time

Correct Answer: AE

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