500-442^{Q&As}

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Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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: BD

QUESTION 2

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 3

How many Workflows are supported by Finesse?

A. up to 20 Workflows with 5 per Team

B. up to 100 Workflows with 5 per Team

C. up to 100 Workflows with 20 per Team

D. up to 200 Workflows with 20 per Team

Correct Answer: C

QUESTION 4

Which two servers can be accessed from the Web Administration tool? (Choose two.)

A. Rogger

B. PG

C. DCCMP

D. CVP

E. Finesse

Correct Answer: DE

QUESTION 5

What are two PCCE deployment models that support the Avaya ACD Integration? (Choose two.)

A. PCCE 4K

B. PCCE 2K

C. PCCE Admin Mode

D. PCCE Lab Mode

E. PCCE 12K

Correct Answer: AE

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