500-442 ^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

In CCE deployments, which two configuration tasks can be performed via the Finesse Server Administration page? {Choose two.)

A. Routing Layouts

B. Workflows

C. Routing scripts

D. Skill-groups

E. Reason Codes

Correct Answer: BE

QUESTION 2

How many teams can an Agent be a part of?

A. 1

B. 2

C. 3

D. unlimited

Correct Answer: A

QUESTION 3

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 4

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 5

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

A. TeamMessage

B. Desktop chat

C. Email

D. Whisper coaching

Correct Answer: D

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