500-442^{Q&As}

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Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

In a CCE Call Flow, which step comes after the call arrives and is held on a port on the Ingress Gateway?

A. ICM responds to the Route Request by running a Routing Script.

B. CVP delivers a Route Request to the ICM Central Controller.

C. CVP establishes an HTTP link with theVVB(or IOS VXML Gateway), establishing the IVR Leg of the call.

D. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server.

Correct Answer: D

QUESTION 2

When is the IVR leg established in a CCE Call Flow?

A. when CVP establishes an HTTP link with the VXML Server

B. when CVP establishes an HTTP link with the Media Server

C. when CVP establishes an HTTP link with theVVB(or IOS VXML Gateway)

D. when the Ingress Gateway delivers a SIP invite message to the CVP server

Correct Answer: C

QUESTION 3

What are two purposes of Cisco Unified Intelligence Center? (Choose two.)

A. allows agents to re-skill to a different skill group or team

B. automates Text to Voice Bot Configurations

C. allows different groups of users to configure APIs based on their roles

D. obtains data from the base solution\\'s database, known as Data Sources

E. customizes the visual presentation of the reports

Correct Answer: DE

QUESTION 4

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 5

Which variable remains available to all scripts in the system until reset?

A. Caller Entered digits

B. Call variable

C. User variable

D. Peripheral variable

Correct Answer: B

QUESTION 6

Which communication protocol is being used between PG/Router and Live Data to generate report information?

A. TCP

B. HTTP

C. TIP

D. UDP

Correct Answer: C

QUESTION 7

In a contact center, agents must select the Reason Code when they go to the "Not Ready" state. Which configuration by

an administrator in Agent Desk Settings allows this action?

A. Wrap-up on Incoming, set to Required

B. Enable "Require Logout Reason"

C. Enable "Require Idle Reason"

D. Wrap-up on Outgoing, set to Required

Correct Answer: C

QUESTION 8

What value is used for Variable REQUERY_NO ANSWER?

A. 1

B. 2

C. 3

D. 4

Correct Answer: C

QUESTION 9

How can the Extension Mobility feature be described?

A. As part of the configuration, the Device profile needs to be created in CCE and associate each Device Profile with the appropriate Agent.

B. As part of the configuration, both device profiles and phones need to be added to the pg user account.

C. The Cisco Unified CM feature that allows Agents to temporarily access their Cisco Unified IP Phone configuration, such as line appearances, services, and speed dials, from other Unified IP Phones.

D. The Extension Mobility Cross Cluster works on phones that are located in the same Unified CM cluster.

Correct Answer: C

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUC M_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration- guide_chapter_011101.html

QUESTION 10

Which two role types have access to CUIC reporting objects maintained through a system of Roles and Permissions? (Choose two.)

A. Report Designer

B. Dashboard Administrator

C. Security Administrator

D. Report Definition Designer

E. Security Configuration Designer

Correct Answer: AC

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