

# 500-442<sup>Q&As</sup>

Administering Cisco Contact Center Enterprise (CCEA)

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## QUESTION 1

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

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## QUESTION 2

What is the maximum number of attributes that can be assigned to an Agent?

- A. 40
- B. 50
- C. 200
- D. 500

Correct Answer: B

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## 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: DE

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**QUESTION 4**

Which user role must be assigned to the ToExtVXML variable in the ICM script?

- A. Config Manager Role
- B. Internet Script Editor Role
- C. ICM Script Admin Role
- D. Agent Admin Role

Correct Answer: C

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**QUESTION 5**

How are additional ICM Tools added?

- A. Script Editor is available in the PG and ICM Router server.
- B. PG Server node will add the additional tools provided in the Administration Tools folder.
- C. Admin Server node will add the additional tools provided in the Administration Tools folder.
- D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

Correct Answer: B

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**QUESTION 6**

In Finesse, how are different gadgets enabled for specific team members?

- A. Ask an administrator to configure the team with a custom layout.
- B. Only the same type and configuration of gadgets are supported for all users.
- C. Ask the agent to add the gadget to his desktop after launching Finesse.
- D. Ask the supervisor to add the gadget to the agents desktop.

Correct Answer: A

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**QUESTION 7**

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

- A. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
- B. TCP/IP connections through the network
- C. reporting
- D. heartbeat mechanism between Contact Center components
- E. caller defines the reason for the call from several menu options

Correct Answer: AE

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#### QUESTION 8

What are two parts of a Single Sign-on message flow? {Choose two.)

- A. IdS detects the user has an invalid access token
- B. IdS detects the user has a valid access token
- C. IdS provides a login page for authenticating the user
- D. IdP provides a login page for authenticating the user
- E. Browser issues PUT of the Finesse desktop with an access token

Correct Answer: DE

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#### QUESTION 9

In a CCE Call Flow, how does ICM respond to a CVP new Route Request?

- A. ICM sends an Agent Label, which prompts a command to CVP.
- B. ICM responds to the Route Request by running a Routing Script.
- C. ICM responds to the Route Request by running an Administrative Script.
- D. ICM sends a VRU Label, which prompts a command to CVP

Correct Answer: B

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## QUESTION 10

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: B

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## QUESTION 11

Where should the RONA setting be positioned the highest?

- A. on CVP OPS console
- B. on the phone in CUCM
- C. on the desk setting on UCCE
- D. on the script in UCCE

Correct Answer: C

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## QUESTION 12

How many teams can an Agent be a part of?

- A. 1
- B. 2
- C. 3
- D. unlimited

Correct Answer: A

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## QUESTION 13

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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## QUESTION 14

What are two possible Outbound Dialing Modes? (Choose two.)

- A. Direct Predictive Mode
- B. Preview Mode
- C. Progression Mode
- D. Accept Mode
- E. Predictive Mode

Correct Answer: BE

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## QUESTION 15

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

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