



## Administering Cisco Contact Center Enterprise (CCEA)



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# **Cisco**

## **Exam 500-442**

### **Administering Cisco Contact Center Enterprise (CCEA)**

**Version: 3.2**

**[ Total Questions: 59 ]**

**Question No : 1**

What are two descriptions for the Agent Targeting Rule? (Choose two.)

- A.** Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG).
- B.** Agent Targeting Rule configuration simplifies the Mobile Agent configuration for the CCE Agent Peripheral Gateways (PG).
- C.** The Agent Targeting Rule allows configuration of Media groups by specifying the Agent id range and valid Routing Clients.
- D.** Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE VRU Peripheral Gateways (PG).
- E.** The Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients.

**Answer: A,E**

**Explanation:** the Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG) by allowing the configuration of Media groups by specifying the Agent id range and valid Routing Clients. Additionally, the Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients.

**Question No : 2**

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.

**Answer: C**

**Explanation:**

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/10\\_5\\_2/ccmfeat/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-feature-configuration-guide\\_1052/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-feature-configuration-guide\\_chapter\\_011101.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101.html)

**Question No : 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

**Answer: B,C**

**Explanation:** Cisco Unified Intelligence Center will provide two types of reports: Real-time Report and Historical Report.

**Question No : 4**

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

**Answer: A,D**

**Explanation:** the Finesse Server Administration page in CCE deployments allows for the configuration of both Routing Layouts and Skill-groups. Routing Layouts are used to define the layout of the contact center by specifying which agents are assigned to which skills, while Skill-groups are used to create collections of skills that can be assigned to agents. Reason Codes and Workflows can also be configured via the Finesse Server Administration page, but Routing Scripts cannot.

**Question No : 5**

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

**Answer: C**

**Explanation:** Cisco Finesse supports up to 100 Workflows with 20 Workflows per Team.

#### Question No : 6

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

**Answer: A,D**

**Explanation:** Skill groups and Skill targets define the skills of the Agents, and Agent Route Groups are used to route incoming calls to the appropriate Agent. Additionally, Agent Desk Settings must be configured to define the desk settings for the Agents, such as working hours, break times, and call routing preferences. Configuring Route teams and Skill targets and configuring the Administrators are not necessary to enable basic agent functionality in a CCE deployment.

References:

- A. [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_7\\_0/configuration/guide/ccceig/ccceig\\_configuring\\_icm.html#wp1039644](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/ccceig/ccceig_configuring_icm.html#wp1039644) D. [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_7\\_0/configuration/guide/ccceig](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/ccceig)

#### Question No : 7

Which two steps are involved in configuring and evaluating business in an ICM script? (Choose two.)

- A. Configure set variable in ICM script editor
- B. Configure Business Hours under Organizational Setup > Business hours under CCE

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**C.** Use the expression BusinessHourStatus.<Calendar Name> . BusinessHours in the IF node.

**D.** Configure Business Hours under Organizational Setup > Departments under CCE Admin

**E.** Configure an IF node in ICM script editor

**Answer: B,E**

**Explanation:** in order to configure and evaluate business hours in an ICM script, you must first configure the Business Hours under Organizational Setup > Business Hours in CCE Admin. Once the Business Hours are configured, you then need to configure an IF node in the ICM script editor, using the expression BusinessHourStatus.<Calendar Name>.BusinessHours. This expression will then evaluate to True or False depending on whether the current time falls within the configured Business Hours or not.

#### Question No : 8

What is the function of the CVP Subdialog Return element in a VXML application?

**A.** populate variables sent back to CCE

**B.** populate variables sent back to Virtualized Voice Browser

**C.** populate variables sent back to VXML Gateway

**D.** populate variables sent back to VXML Server

**Answer: A**

**Explanation:** the CVP Subdialog Return element is used to populate variables sent back to CCE in a VXML application. This element enables the VXML application to return values to the CCE for further processing. The CVP Subdialog Return element does not populate variables sent back to the Virtualized Voice Browser, VXML Gateway, or VXML Server.

#### Question No : 9

How does CUCM function in CCE?

**A.** Unified CM asks ICM what to do with Unified CCE calls and routes the call according to the instructions provided by the Unified CCE.

**B.** A Unified CM Publisher is a logical relationship of physical (deployed as virtual Machines) servers combined for redundancy purposes.

**C.** Unified CM asks CVP what to do with Unified CCE calls and routes the call according to the instructions provided by the CVP.

**D.** In a CUCM cluster, the Subscriber keeps the master Read/Write copy of configuration DB, which is replicated to all servers in the cluster.

**Answer: A**

**Explanation:** Cisco Unified Communications Manager (CUCM) is used as a call agent in Cisco Unified Contact Center Express (Unified CCE) environments [1]. In this configuration, CUCM asks ICM (the call routing application in the Unified CCE) what to do with Unified CCE calls and routes the call according to the instructions provided by the Unified CCE. The other options (B, C, and D) are not related to how CUCM functions in CCE.

1. Cisco Unified Communications Manager Version 11.0 - Retirement ...

<https://www.cisco.com/c/en/us/obsolete/unified-communications/cisco-unified-communications-manager-version-11-0.html>

#### Question No : 10

What are the two main features of the Cisco VVB? (Choose two.)

- A.** provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- B.** allows an agent to retrieve the required information through voice commands without interacting with a customer
- C.** supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- D.** provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time
- E.** allows customers to retrieve the required information through voice commands without interacting with an agent

**Answer: A,D**

**Explanation:** References: A. <https://www.cisco.com/c/en/us/products/unified-communications/unified-customer-voice-portal/index.html> D. <https://www.cisco.com/c/en/us/products/unified-communications/unified-customer-voice-portal/models-comparison.html>

1. Cisco Virtualized Voice Browser Administration and Configuration ...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/cisco\\_vvb/vvb12\\_6/configuration/ccvb\\_b\\_1261-ciscovvb-administrationconfiguration-guide.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/cisco_vvb/vvb12_6/configuration/ccvb_b_1261-ciscovvb-administrationconfiguration-guide.pdf)

2. Solution Design Guide for Cisco Unified Contact Center Enterprise ...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/icm\\_enterprise\\_11\\_5\\_1/Design/Guide/ucce\\_b\\_so](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_11_5_1/Design/Guide/ucce_b_so)

Cisco VVB (Virtual Voice Browser) is a software-based self-service platform that allows customers to interact with a contact center through natural language voice commands. One of the main features of the Cisco VVB is the ability to provide multilingual support for server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities. This allows customers to interact with the system in their preferred language, improving the overall customer experience. Another feature of the Cisco VVB is that it provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time. This can help to improve the efficiency of the contact center and reduce wait times for customers.

Reference : Cisco Virtual Voice Browser (VVB) - Cisco

[https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/virtual-voice-browser/data\\_sheet\\_c78-719240.html](https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/virtual-voice-browser/data_sheet_c78-719240.html)

**Question No : 11**

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

**Answer: B,D**

**Explanation:** to setup RONA two components are needed: Call Routing Logic and Skill Target Configuration.

**Question No : 12**

How many teams can an Agent be a part of?

- A. 1
- B. 2



- C. 3
- D. unlimited

**Answer: D**

**Explanation:** agents in Cisco Unified Contact Center Express (UCCX) can be part of an unlimited number of teams. Each team can be configured with different call routing and reporting settings, allowing agents to be part of multiple teams at the same time.

#### Question No : 13

Which microapp is used to gather information from the caller?

- A. Play Digit microapp
- B. Play Media microapp
- C. Get Digits microapp
- D. Get Speech microapp

**Answer: D**

**Explanation:** The Get Speech microapp is used to gather information from the caller in Cisco Virtual Voice Browser (VVB). The Get Speech microapp allows customers to interact with the VVB system using natural language speech inputs, such as providing an account number, name, or address. This microapp uses Automatic Speech Recognition (ASR) technology to transcribe the caller's speech and provide the transcribed information to the next step in the call flow for further processing or routing.

It is worth noting that Get Digits microapp is used to gather DTMF digits from the caller.

Reference: Cisco Virtual Voice Browser (VVB) - Microapp Reference - Cisco

<https://www.cisco.com/c/en/us/support/customer-collaboration/virtual-voice-browser/products-microapp-reference-list.html>

#### Question No : 14

What are the two primary roles of the PSTN and voice gateway in the Unified CCE solution? (Choose two.)

- A. The voice gateway may modify the digits presented to downstream devices.
- B. The voice gateway provides IVR functionality in a Contact Center deployment.
- C. The PSTN is responsible for delivering the inbound call to a voice gateway.
- D. The PTSN is responsible for routing the call to the agent.

E. The voice gateway is responsible for routing the call to the agent.

**Answer: C,E**

**Explanation:** The PTSN is responsible for routing the call to the agent. According to [5], the two primary roles of the PSTN and voice gateway in the Unified CCE solution are delivering the inbound call to the voice gateway and routing the call to the agent. The voice gateway may modify the digits presented to downstream devices, but it does not provide IVR functionality in a Contact Center deployment, nor is it responsible for routing the call to the agent.

#### Question No : 15

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

- A. the number of calls the agent has taken
- B. the Weight of the attribute
- C. the agent with the Most Attributes
- D. Longest Available

**Answer: B**

**Explanation:** Precision Queue allows callers to reach an Agent that is different from Skill Groups by assigning a weight to each attribute that is used to determine the best agent to handle the call. The weight of the attribute determines the priority of the attribute, and the higher the weight the higher the priority.

#### Question No : 16

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Dialed Numbers
- B. Agents
- C. Routing Scripts
- D. Administrative Scripts
- E. Deleted Objects

**Answer: A,B**

**Explanation:** Dialed Numbers are the numbers that are dialed to reach the CCE, and