Vendor: Cisco

Exam Code: 500-442

Exam Name: Administering Cisco Contact Center Enterprise

Version: DEMO

QUESTION 1
What is the maximum number of attributes that can be assigned to an Agent?

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

Answer: B
Explanation:
In Cisco Contact Center Enterprise (CCE) environments, an agent can be assigned a maximum of 50 attributes. These attributes can include skills, proficiency levels, and other characteristics that help in routing calls to the most appropriate agent based on the requirements of the incoming contact and the agent's expertise.

QUESTION 2
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: BC
Explanation:
To set up Ring No Answer (RONA) in a Cisco Contact Center Enterprise (CCE) environment, the two essential components are:
B. Call Routing Logic: This involves configuring the call routing scripts or routing strategies to handle scenarios where an agent does not answer within a specified time, ensuring that the call is redirected or queued appropriately.
C. System timers: These are configured to define the time duration an agent's phone rings before the call is considered unanswered (RONA). Adjusting these timers ensures that calls are managed efficiently and in a timely manner when agents are unavailable.

QUESTION 3
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

Answer: B
Explanation:
In a Cisco Contact Center Enterprise (CCE) Call Flow, when ICM receives a new Route Request from CVP, the response is B. ICM responds to the Route Request by running a Routing Script. This script contains the logic that determines how the call should be routed within the contact center, which could involve sending the call to an IVR for self-service, queueing the call for an available agent, or implementing other routing decisions based on the business rules defined in the script.

QUESTION 4
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

Answer: AE
Explanation:
An Interactive Voice Response (IVR) system in a Contact Center environment provides several key functionalities, including:
A. Access a database and provide the caller with all the needed information to complete the transaction (Self Service): This allows callers to retrieve information, perform transactions, or resolve issues without needing to speak with an agent, enhancing efficiency and caller satisfaction.
E. Caller defines the reason for the call from several menu options: By interacting with IVR menu options, callers can specify the nature of their call, which helps in routing the call to the most appropriate resource or service within the contact center.

QUESTION 5
What is the suggested mechanism to offer coaching to agents by supervisors?

A. TeamMessage
B. Desktop chat
C. Email
D. Whisper coaching

Answer: D
Explanation:
The suggested mechanism to offer coaching to agents by supervisors is Whisper coaching. This is a feature of the Cisco Unified Contact Center Express system that allows a supervisor to provide real-time guidance and coaching to an agent while they are on a call.
The suggested mechanism to offer coaching to agents by supervisors in a Cisco Contact Center environment is D. Whisper coaching. Whisper coaching allows supervisors to speak directly to agents during a call without the customer hearing, providing real-time guidance, feedback, or support. This feature is invaluable for training purposes and for assisting agents in handling complex customer interactions.

QUESTION 6
Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

A. CCE Admin page
B. Domain Manager
C. Active Directory
D. Configuration Manager

Answer: C
Explanation:
Associating users as members of a Security Group to access Configuration Manager or Script Editor is typically accomplished through C. Active Directory. In a Cisco Contact Center Enterprise environment, user access and permissions are often managed through integration with Active Directory, where Security Groups are configured to define the roles and access levels of different users. By adding users to the appropriate Security Group in Active Directory, administrators can control access to critical applications like Configuration Manager and Script Editor.

QUESTION 7
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

Answer: AD
Explanation:
Within Cisco Unified Intelligence Center (CUIC), the two role types that have access to reporting objects, maintained through a system of Roles and Permissions, include:
A. Report Designer: This role is responsible for creating and modifying reports within CUIC, tailoring them to meet specific informational needs.
D. Report Definition Designer: This role involves defining the structure and sources of data for reports, ensuring that the reports provide relevant and accurate information.

QUESTION 8
Which two servers can be accessed from the Web Administration tool? (Choose two.)

A. Rogger
B. PG
C. DCCMP
D. CVP
E. Finesse

Answer: DE
Explanation:
The Web Administration tool in Cisco Contact Center Enterprise environments provides access to various servers for configuration and management tasks. The two servers that can be accessed include:
D. CVP (Cisco Voice Portal): This tool allows for the configuration and management of CVP servers, which are crucial for IVR and call treatment functionalities in the contact center.
E. Finesse: The tool also provides access to Finesse servers, enabling the configuration of agent desktops, workflows, and other user interface elements.

QUESTION 9
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: BC
Explanation:
Cisco Unified Intelligence Center (CUIC) provides various types of reports to help manage and optimize contact center operations, including:
B. Real-time Report: These reports provide up-to-the-minute data on contact center activity, such as current call volumes, agent status, and queue statistics, enabling immediate insights into operational performance.
C. Historical Report: These reports offer in-depth analysis of past performance, including call volume trends, service level compliance, and agent performance over time, facilitating long-term planning and performance improvement.

QUESTION 10
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

Answer: BE
Explanation:
Outbound Dialing Modes are: Preview, Direct Preview, Progressive, Predictive

QUESTION 11
Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

A. VRU PG
B. Unified Communications Manager
C. Media Server
D. Voice Browser
E. Finesse Server

Answer: CD
Explanation:
Apart from CVP Call Studio, which is used to design and develop VXML applications, two other components that play a crucial role in the functioning of VXML applications are:
C. Media Server: This component stores and serves media files, such as audio prompts and music on hold, that are used by VXML applications during call interactions.
D. Voice Browser: Often referred to as the VXML Gateway in Cisco environments, the Voice Browser interprets and executes VXML documents, facilitating interaction between callers and the IVR system.

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