

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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: AB

QUESTION 2

Which two types of scripts can be created with the Script Editor? (Choose two.)

- A. Call Flow and Call Control Scripts
- B. Call Studio Scripts
- C. Routing Scripts
- D. Tenant Scripts
- E. Administrative Scripts

Correct Answer: BE

QUESTION 3

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

Correct Answer: A

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

Correct Answer: CE

QUESTION 5

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: AD

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