

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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: B

QUESTION 2

What is the goal of identifying a call type?

- A. to ensure the correct Skill Target is selected
- B. to ensure the call goes to the correct MRD
- C. to ensure the contact is handled by the correct CCE Routing Script
- D. to ensure the call reaches the agent in the correct queue

Correct Answer: A

QUESTION 3

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 the VVB(or IOS VXML Gateway)
- D. when the Ingress Gateway delivers a SIP invite message to the CVP server

Correct Answer: A

QUESTION 4

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

QUESTION 5

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 Admin
- C. Use the expression BusinessHourStatus. . 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

Correct Answer: BC

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