

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

Administering Cisco Contact Center Enterprise (CCEA)

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**QUESTION 1**

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

Correct Answer: BD

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**QUESTION 2**

Which tool can be used to verify the configuration of Basic Call settings?

- A. Deleted Objects tool
- B. ICM Script Editor
- C. Router Log Viewer
- D. Call Tracer

Correct Answer: D

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**QUESTION 3**

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: CD

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**QUESTION 4**

Which server holds the .wav files on a UCCE environment?

- A. VXMLGW
- B. CVP reporting server
- C. ICM Router
- D. Media Server

Correct Answer: D

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**QUESTION 5**

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

Correct Answer: CD

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