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

What are two data sources the Cisco Unified Intelligence Center (CUIC) will access to fetch data to render reports? (Choose two.)

A. Cisco Unified Communication Manager Server

B. Cisco Customer Voice PortalReporting Server

C. Cisco Data Browser

D. Cisco Administration Serverand Historical Data Server

E. Cisco Virtual Voice Browser

Correct Answer: AB

QUESTION 4

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.

Correct Answer: A

QUESTION 5

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.

Correct Answer: C

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUC M_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration- guide_chapter_011101.html

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