

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

Administering Cisco Contact Center Enterprise (CCEA)

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### QUESTION 1

Deploying a VXML application is a two-step process. The first step is deploying the projects to a local archive (.zip file using the Deploy option in Call Studio). The second part of the project deployment uses SPOG to transfer the .zip file to the VXML Server(s). Which option in SPOG will be utilized to transfer these zip files to VXML Server(s)?

- A. Route Settings under Call Settings card
- B. IVR Settings under Call Settings card
- C. Device Configuration under Infrastructure Settings card
- D. Miscellaneous under Call Settings card

Correct Answer: C

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### 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

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### QUESTION 3

What are the two main features of the Cisco VVB? (Choose two.)

- A. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- B. allows an agent to retrieve the required information through voice commands without interacting with a customer
- C. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- D. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time
- E. allows customers to retrieve the required information through voice commands without interacting with an agent

Correct Answer: AE

Cisco Virtualized Voice Browser (VVB) is designed to facilitate concurrent multimedia communication processing. Cisco VVB has the following features: ?Facilitates self-service options such as access to check account information or user-

directed call routing by processing user commands through touchtone input or speech-recognition technologies. ?Allows customers to retrieve the required information through voice commands without interacting with an agent, to navigate to the correct department, or to get help from an agent. ?Provides multilingual support for Cisco VVB server prompts for automated speech recognition (ASR) and text-to-speech (TTS) capabilities. ?Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time.

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/cisco\\_vvb/vvb11\\_6/configuration/guide/cvzb\\_b\\_ciscovvb-administration-and-configuration-guide/cvzb\\_b\\_ciscovvb-administration-and-configurationguide\\_chapter\\_01.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/cisco_vvb/vvb11_6/configuration/guide/cvzb_b_ciscovvb-administration-and-configuration-guide/cvzb_b_ciscovvb-administration-and-configurationguide_chapter_01.pdf)

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#### QUESTION 4

Which two actions are Supervisors able to perform that Agents are unable to perform? (Choose two.)

- A. view Team gadget in Finesse
- B. answer Calls from Skill groups and PQs
- C. CUC login
- D. log in to CCE admin
- E. CUCMAPI

Correct Answer: AB

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#### QUESTION 5

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

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

Correct Answer: BD

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#### QUESTION 6

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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**QUESTION 7**

Which communication protocol is being used between PG/Router and Live Data to generate report information?

- A. TCP
- B. HTTP
- C. TIP
- D. UDP

Correct Answer: A

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**QUESTION 8**

What are two PCCE deployment models that support the Avaya ACD Integration? (Choose two.)

- A. PCCE Admin Mode
- B. DPCCE 12K
- C. PCCE 2K
- D. DPCCE 4K
- E. PCCE Lab Mode

Correct Answer: AE

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**QUESTION 9**

Which variable remains available to all scripts in the system until reset?

- A. Caller Entered digits
- B. Call variable
- C. User variable
- D. Peripheral variable

Correct Answer: B

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**QUESTION 10**

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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