

**Exam Code: 500-442**

**Exam Name: Administering Cisco Contact Center Enterprise**

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## Exam A

### QUESTION 1

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: A, E**

**Section:**

**Explanation:**

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 selfservice 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/cvwb\\_b\\_ciscovvb-administration-and-configurationguide/cvwb\\_b\\_ciscovvb-administration-and-configuration-guide\\_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/cvwb_b_ciscovvb-administration-and-configurationguide/cvwb_b_ciscovvb-administration-and-configuration-guide_chapter_01.pdf)

### QUESTION 2

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Dialed Numbers
- B. Agents
- C. Routing Scripts
- D. Administrative Scripts
- E. Deleted Objects

**Correct Answer: A, C**

**Section:**

### QUESTION 3

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**

**Section:**

**Explanation:**

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/10\\_5\\_2/ccmfeat/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-feature-configuration-guide\\_1052/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-featureconfiguration-guide\\_chapter\\_011101.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-featureconfiguration-guide_chapter_011101.html)

**QUESTION 4**

Which VVB CLI command can set an individual media file to an expired state?

- A. set VVB cache stale\_cache\_entries
- B. show set VVB cache stale\_cache\_entry <cache\_entry\_url>
- C. Outils VVB cache stale\_cache\_entry <cache\_entry\_url>
- D. set VVB cache stale\_cache\_entry <cache\_entry\_url>

**Correct Answer: A**

**Section:**

**QUESTION 5**

Which two key tasks must be completed in ICM to enable basic agent functionality in a CCE deployment? (Choose two.)

- A. configure Skill groups and Skill targets
- B. configure Agent Desk Settings
- C. configure Route teams and Skill targets
- D. configure Agent Route Groups
- E. configure the Administrators

**Correct Answer: A, D**

**Section:**

**QUESTION 6**

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**

**Section:**

**QUESTION 7**

Which microapp is used to gather information from the caller?

- A. Play Digit microapp
- B. Play Media microapp
- C. Get Digits microapp
- D. Get Speech microapp

**Correct Answer: C**

**Section:**

**QUESTION 8**

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 Portal Reporting Server
- C. Cisco Data Browser
- D. Cisco Administration Server and Historical Data Server
- E. Cisco Virtual Voice Browser

**Correct Answer: A, B**

**Section:**

**QUESTION 9**

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**

**Section:**

**QUESTION 10**

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**

**Section:**

**QUESTION 11**

What is the maximum number of attributes that can be assigned to an Agent?

- A. 40
- B. 50
- C. 200
- D. 500

**Correct Answer: D**

**Section:**

**QUESTION 12**

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.<Calendar Name> . 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: B, C**

**Section:**

**QUESTION 13**

In CCE deployments, which two configuration tasks can be performed via the Finesse Server Administration page? (Choose two.)

- A. Routing Layouts
- B. Workflows
- C. Routing scripts
- D. Skill-groups
- E. Reason Codes

**Correct Answer: B, C**

**Section:**

**QUESTION 14**

What are the two primary roles of the PSTN and voice gateway in the Unified CCE solution? (Choose two.)

- A. The voice gateway may modify the digits presented to downstream devices.
- B. The voice gateway provides IVR functionality in a Contact Center deployment.
- C. The PSTN is responsible for delivering the inbound call to a voice gateway.
- D. The PTSN is responsible for routing the call to the agent.
- E. The voice gateway is responsible for routing the call to the agent.

**Correct Answer: A, C**

**Section:**

**QUESTION 15**

How many clusters of Finesse will a single PG support?

- A. one
- B. two
- C. three
- D. four

**Correct Answer: A**

**Section:**

**QUESTION 16**

Which script mode is in use if the script's appearance has changed to a bright white background with black dots?

- A. Monitor
- B. Edit
- C. Browse
- D. Quick Edit

**Correct Answer: D**

**Section:**

**QUESTION 17**

Which two functionalities should a Contact Center typically be provided? (Choose two.)

- A. Skill-Based Routing
- B. Surveys
- C. IVR and Queuing
- D. TCP/IP
- E. Routing Protocols

**Correct Answer: A, C**

**Section:**

**QUESTION 18**

Where should the RONA setting be positioned the highest?

- A. on CVP OPS console
- B. on the phone in CUCM
- C. on the desk setting on UCCE
- D. on the script in UCCE

**Correct Answer: A**

**Section:**

**QUESTION 19**

What are two default CCB VXML applications that could be modified? (Choose two.)

- A. CallbackEntry
- B. cvp\_ccb-vxml.tcl
- C. Callback Engine
- D. BillingQueue
- E. CallbackQueue

**Correct Answer: A, B**

**Section:**

**QUESTION 20**

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**

**Section:**

**QUESTION 21**

How are additional ICM Tools added?

- A. Script Editor is available in the PG and ICM Router server.
- B. PG Server node will add the additional tools provided in the Administration Tools folder.
- C. Admin Server node will add the additional tools provided in the Administration Tools folder.
- D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

**Correct Answer: A**

**Section:**

**QUESTION 22**

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**

**Section:**

**QUESTION 23**

Which two components must a script be associated with to run? (Choose two.)

- A. CED
- B. Media Routing Domain
- C. Skill Target
- D. Call Type
- E. Dialed Number

**Correct Answer: B, E**

**Section:**

**QUESTION 24**

How many teams can an Agent be a part of?

- A. 1
- B. 2
- C. 3
- D. unlimited

**Correct Answer: A**

**Section:**

**QUESTION 25**

What are two purposes of Cisco Unified Intelligence Center? (Choose two.)

- A. allows agents to re-skill to a different skill group or team
- B. automates Text to Voice Bot Configurations
- C. allows different groups of users to configure APIs based on their roles
- D. obtains data from the base solution's database, known as Data Sources
- E. customizes the visual presentation of the reports

**Correct Answer: C, D**

**Section:**

**QUESTION 26**

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: A, D**

**Section:**

**QUESTION 27**

Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Choose two.)

- A. the file format is mp3
- B. G711 mu-law or a-law
- C. G729
- D. the max file size is 40 MB
- E. the file format is wav

**Correct Answer: A, D**

**Section:**

**QUESTION 28**

Which two steps are required to configure RONA for CCE? (Choose two.)



- A. Survivability
- B. Auto-answer
- C. CCE Web Admin
- D. Scripting logic
- E. Skill target configuration

**Correct Answer: C, E**

**Section:**

**QUESTION 29**

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

- A. the number of calls the agent has taken
- B. the Weight of the attribute
- C. the agent with the Most Attributes
- D. Longest Available

**Correct Answer: C**

**Section:**

**QUESTION 30**

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**

**Section:**

**QUESTION 31**

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**

**Section:**

**QUESTION 32**

In Finesse, how are different gadgets enabled for specific team members?

- A. Ask an administrator to configure the team with a custom layout.
- B. Only the same type and configuration of gadgets are supported for all users.
- C. Ask the agent to add the gadget to his desktop after launching Finesse.
- D. Ask the supervisor to add the gadget to the agents desktop.

**Correct Answer: C**

**Section:**

**QUESTION 33**

What value is used for Variable REQUERY\_NO ANSWER?

- A. 1
- B. 2
- C. 3
- D. 4

**Correct Answer: D**

**Section:**

**QUESTION 34**

Which two components must be configured for CCE to begin routing the contact and start processing the call? (Choose two.)

- A. ICM script
- B. Skill Targets
- C. Network VRU
- D. Call type
- E. Media routing domain

**Correct Answer: A, D**

**Section:**

**QUESTION 35**

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**

**Section:**

**QUESTION 36**

In a CCE Call Flow, which step comes after the call arrives and is held on a port on the Ingress Gateway?

- A. ICM responds to the Route Request by running a Routing Script.

- B. CVP delivers a Route Request to the ICM Central Controller.
- C. CVP establishes an HTTP link with the VVB (or IOS VXML Gateway), establishing the IVR Leg of the call.
- D. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server.

**Correct Answer: C**

**Section:**

**QUESTION 37**

Which two components are needed to setup RONA? (Choose two.)

- A. Agent Permission levels
- B. Call Routing Logic
- C. System timers
- D. Skill Target Configuration
- E. Attribute settings

**Correct Answer: D, E**

**Section:**

**QUESTION 38**

In a CCE Call Flow, how does ICM respond to a CVP new Route Request?

- A. ICM sends an Agent Label, which prompts a command to CVP.
- B. ICM responds to the Route Request by running a Routing Script.
- C. ICM responds to the Route Request by running an Administrative Script.
- D. ICM sends a VRU Label, which prompts a command to CVP

**Correct Answer: C**

**Section:**

**QUESTION 39**

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: C, E**

**Section:**

**QUESTION 40**

What is the suggested mechanism to offer coaching to agents by supervisors?

- A. TeamMessage
- B. Desktop chat

- C. Email
- D. Whisper coaching

**Correct Answer: B**

**Section:**

**QUESTION 41**

Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

- A. CCE Admin page
- B. Domain Manager
- C. Active Directory
- D. Configuration Manager

**Correct Answer: A**

**Section:**

**QUESTION 42**

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: C, D**

**Section:**

**QUESTION 43**

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: B, D**

**Section:**

**QUESTION 44**

What are two types of reports Cisco Unified Intelligence Center will provide? (Choose two.)

- A. TCP/IP disconnect reports
- B. Real-time Report
- C. Historical Report

- D. Administration Audit Report
- E. Call Routing Reports

**Correct Answer: C, D**

**Section:**

**QUESTION 45**

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: A, B**

**Section:**

**QUESTION 46**

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: B, D**

**Section:**

**QUESTION 47**

What does Precision Routing use to determine if an agent is part of its pool?

- A. Skills
- B. Attributes
- C. Expressions
- D. Teams

**Correct Answer: D**

**Section:**

**QUESTION 48**

Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

- A. cost
- B. productivity

- C. customer expectations
- D. customer satisfaction
- E. call abandon rate
- F. average queue time

**Correct Answer: C, E**

**Section:**

**QUESTION 49**

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**

**Section:**

**QUESTION 50**

What are two descriptions for the Agent Targeting Rule? (Choose two.)

- A. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG).
- B. Agent Targeting Rule configuration simplifies the Mobile Agent configuration for the CCE Agent Peripheral Gateways (PG).
- C. The Agent Targeting Rule allows configuration of Media groups by specifying the Agent id range and valid Routing Clients.
- D. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE VRU Peripheral Gateways (PG).
- E. The Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients.

**Correct Answer: C, D**

**Section:**

**QUESTION 51**

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: A, E**

**Section:**

**QUESTION 52**

What are two tools an Agent Desktop Admin Role can access? (Choose two.)

- A. Script Editor

- B. Call Trace
- C. Reason Code
- D. Workflow
- E. Config Manager Tools

**Correct Answer: B, C**

**Section:**

**QUESTION 53**

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**

**Section:**

**QUESTION 54**

How many Workflows are supported by Finesse?

- A. up to 20 Workflows with 5 per Team
- B. up to 100 Workflows with 5 per Team
- C. up to 100 Workflows with 20 per Team
- D. up to 200 Workflows with 20 per Team

**Correct Answer: A**

**Section:**

**QUESTION 55**

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: B, E**

**Section:**

**QUESTION 56**

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: A, B**

**Section:**

**QUESTION 57**

Which .bat file displays the status of the VXML server and the applications running?

- A. ResumeApp.bat
- B. Stalus.bat
- C. Update.bat
- D. Deploy.bat

**Correct Answer: B**

**Section:**

**QUESTION 58**

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: C, D**

**Section:**

**QUESTION 59**

What are two channels or features supported by ECE? (Choose two.)

- A. TSMS
- B. Chat
- C. Courtesy Callback
- D. Callback
- E. Email

**Correct Answer: C, E**

**Section:**

**Explanation:**