500-442^Q&As

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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: A

QUESTION 2

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: BD

QUESTION 3

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: BE

QUESTION 4

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: DE

QUESTION 5

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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