



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

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

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

QUESTION 3

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: AB

QUESTION 4

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

QUESTION 5

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

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