500-442^{Q&As}

500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

Pass Cisco 500-442 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/500-442.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

✿ Instant Download After Purchase

✿ 100% Money Back Guarantee

✿ 365 Days Free Update

✿ 800,000+ Satisfied Customers

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: C

QUESTION 2

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

A. Survivability

B. Auto-answer

C. CCE Web Admin

D. Scripting logic

E. Skill target configuration

Correct Answer: DE

QUESTION 3

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: BC

QUESTION 4

How many teams can an Agent be a part of?

A. 1

B. 2

C. 3

D. unlimited

Correct Answer: A

QUESTION 5

What value is used for Variable REQUERY_NO ANSWER?

A. 1

B. 2

C. 3

D. 4

Correct Answer: C