



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 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

QUESTION 2

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

QUESTION 3

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

- A. provides multilingual support for Cisco VVBserver 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 VVBserver 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)

QUESTION 4

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: CE

QUESTION 5

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