



# 500-442<sup>Q&As</sup>

Administering Cisco Contact Center Enterprise (CCEA)

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#### QUESTION 1

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: BD

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#### QUESTION 2

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

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#### QUESTION 3

How many clusters of Finesse will a single PG support?

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

Correct Answer: B

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#### 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

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#### QUESTION 5

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: C

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