



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

What is the goal of identifying a call type?

- A. to ensure the correct Skill Target is selected
- B. to ensure the call goes to the correct MRD
- C. to ensure the contact is handled by the correct CCE Routing Script
- D. to ensure the call reaches the agent in the correct queue

Correct Answer: D

QUESTION 2

What value is used for Variable REQUERY_NO ANSWER?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: C

QUESTION 3

What are two parts of a Single Sign-on message flow? {Choose two.}

- A. IdS detects the user has an invalid access token
- B. IdS detects the user has a valid access token
- C. IdS provides a login page for authenticating the user
- D. IdP provides a login page for authenticating the user
- E. Browser issues PUT of the Finesse desktop with an access token

Correct Answer: DE



QUESTION 4

Which two functionalities should a Contact Center typically be provided? (Choose two.)

- A. Skill-Based Routing
- B. Surveys
- C. IVR and Queuing
- D. TCP/IP
- E. Routing Protocols

Correct Answer: AC

QUESTION 5

Which communication protocol is being used between PG/Router and Live Data to generate report information?

- A. TCP
- B. HTTP
- C. TIP
- D. UDP

Correct Answer: C

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