



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

Administering Cisco Contact Center Enterprise (CCEA)

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#### QUESTION 1

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

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#### QUESTION 2

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

- A. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
- B. TCP/IP connections through the network
- C. reporting
- D. heartbeat mechanism between Contact Center components
- E. caller defines the reason for the call from several menu options

Correct Answer: CE

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#### QUESTION 3

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

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#### QUESTION 4



How are additional ICM Tools added?

- A. Script Editor is available in the PG and ICM Router server.
- B. PG Server node will add the additional tools provided in the Administration Tools folder.
- C. Admin Server node will add the additional tools provided in the Administration Tools folder.
- D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

Correct Answer: A

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#### QUESTION 5

What is the function of the CVP Subdialog Return element in a VXML application?

- A. populate variables sent back to CCE
- B. populate variables sent back to Virtualized Voice Browser
- C. populate variables sent back to VXML Gateway
- D. populate variables sent back to VXML Server

Correct Answer: A

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