



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

Which two types of scripts can be created with the Script Editor? (Choose two.)

- A. Call Flow and Call Control Scripts
- B. Call Studio Scripts
- C. Routing Scripts
- D. Tenant Scripts
- E. Administrative Scripts

Correct Answer: BE

QUESTION 2

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

QUESTION 3

What is the maximum number of attributes that can be assigned to an Agent?

- A. 40
- B. 50
- C. 200
- D. 500

Correct Answer: D

QUESTION 4

Which server holds the .wav files on a UCCE environment?

- A. VXMLGW



B. CVP reporting server

C. ICM Router

D. Media Server

Correct Answer: D

QUESTION 5

When is the IVR leg established in a CCE Call Flow?

A. when CVP establishes an HTTP link with the VXML Server

B. when CVP establishes an HTTP link with the Media Server

C. when CVP establishes an HTTP link with the VVB(or IOS VXML Gateway)

D. when the Ingress Gateway delivers a SIP invite message to the CVP server

Correct Answer: A

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