500-442^Q&As

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

What are two descriptions for the Agent Targeting Rule? (Choose two.)

A. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG).

B. The Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients.

C. Agent Targeting Rule configuration simplifies the Mobile Agent configuration for the CCE Agent Peripheral Gateways (PG).

D. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE VRU Peripheral Gateways (PG).

E. The Agent Targeting Rule allows configuration of Media groups by specifying the Agent id range and valid Routing Clients.

Correct Answer: AB

QUESTION 2

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: B

QUESTION 3

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 4

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: D

QUESTION 5

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