500-442^Q&As

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

Deploying a VXML application is a two-step process. The first step is deploying the projects to a local archive (.zip file using the Deploy option in Call Studio). The second part of the project deployment uses SPOG to transfer the .zip file to the VXML Server(s). Which option in SPOG will be utilized to transfer these zip files to VXML Server(s)?

A. Route Settings under Call Settings card

B. IVR Settings under Call Settings card

C. Device Configuration under Infrastructure Settings card

D. Miscellaneous under Call Settings card

Correct Answer: C

QUESTION 2

Which two steps are involved in configuring and evaluating business in an ICM script? (Choose two.)

A. Configure set variable in ICM script editor

B. Configure Business Hours under Organizational Setup > Business hours under CCE Admin

C. Use the expression BusinessHourStatus. . BusinessHours in the IF node.

D. Configure Business Hours under Organizational Setup > Departments under CCE Admin

E. Configure an IF node in ICM script editor

Correct Answer: BC

QUESTION 3

In a CCE Call Flow, which step comes after the call arrives and is held on a port on the Ingress Gateway?

A. ICM responds to the Route Request by running a Routing Script.

B. CVP delivers a Route Request to the ICM Central Controller.

C. CVP establishes an HTTP link with theVVB(or IOS VXML Gateway), establishing the IVR Leg of the call.

D. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server.

Correct Answer: C

QUESTION 4

In a contact center, agents must select the Reason Code when they go to the "Not Ready" state. Which configuration by

an administrator in Agent Desk Settings allows this action?

A. Wrap-up on Incoming, set to Required

B. Enable "Require Logout Reason"

C. Enable "Require Idle Reason"

D. Wrap-up on Outgoing, set to Required

Correct Answer: B

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: A