



500-442^{Q&As}

Administering Cisco Contact Center Enterprise (CCEA)

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QUESTION 1

Which two components must be configured for CCE to begin routing the contact and start processing the call? (Choose two.)

- A. ICM script
- B. Skill Targets
- C. Network VRU
- D. Call type
- E. Media routing domain

Correct Answer: BE

QUESTION 2

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 3

Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Choose two.)

- A. the file format is mp3
- B. G711 mu-law or a-law
- C. G729
- D. the max file size is 40 MB
- E. the file format is wav

Correct Answer: BC



QUESTION 4

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 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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