



500-442^{Q&As}

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QUESTION 1

How can the Extension Mobility feature be described?

- A. As part of the configuration, the Device profile needs to be created in CCE and associate each Device Profile with the appropriate Agent.
- B. As part of the configuration, both device profiles and phones need to be added to the pg user account.
- C. The Cisco Unified CM feature that allows Agents to temporarily access their Cisco Unified IP Phone configuration, such as line appearances, services, and speed dials, from other Unified IP Phones.
- D. The Extension Mobility Cross Cluster works on phones that are located in the same Unified CM cluster.

Correct Answer: C

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101.html

QUESTION 2

Which script mode is in use if the script's appearance has changed to a bright white background with black dots?

- A. Monitor
- B. Edit
- C. Browse
- D. Quick Edit

Correct Answer: D

QUESTION 3

What are two parts of a Single Sign-on message flow? {Choose two.}

- A. IdS detects the user has an invalid access token
- B. IdS detects the user has a valid access token
- C. IdS provides a login page for authenticating the user
- D. IdP provides a login page for authenticating the user
- E. Browser issues PUT of the Finesse desktop with an access token

Correct Answer: CD



QUESTION 4

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 5

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Dialed Numbers
- B. Agents
- C. Routing Scripts
- D. Administrative Scripts
- E. Deleted Objects

Correct Answer: AC

QUESTION 6

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

QUESTION 7

In CCE deployments, which two configuration tasks can be performed via the Finesse Server Administration page? (Choose two.)



- A. Routing Layouts
- B. Workflows
- C. Routing scripts
- D. Skill-groups
- E. Reason Codes

Correct Answer: BC

QUESTION 8

How many Workflows are supported by Finesse?

- A. up to 20 Workflows with 5 per Team
- B. up to 100 Workflows with 5 per Team
- C. up to 100 Workflows with 20 per Team
- D. up to 200 Workflows with 20 per Team

Correct Answer: A

QUESTION 9

In Finesse, how are different gadgets enabled for specific team members?

- A. Ask an administrator to configure the team with a custom layout.
- B. Only the same type and configuration of gadgets are supported for all users.
- C. Ask the agent to add the gadget to his desktop after launching Finesse.
- D. Ask the supervisor to add the gadget to the agents desktop.

Correct Answer: C

QUESTION 10

What are the two primary roles of the PSTN and voice gateway in the Unified CCE solution? (Choose two.)

- A. The voice gateway may modify the digits presented to downstream devices.
- B. The voice gateway provides IVR functionality in a Contact Center deployment.
- C. The PSTN is responsible for delivering the inbound call to a voice gateway.
- D. The PTSN is responsible for routing the call to the agent.



E. The voice gateway is responsible for routing the call to the agent.

Correct Answer: AC

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