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Cisco

500-442

Administering Cisco Contact Center Enterprise



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Product Version

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Latest Version: 9.0

Question: 1

What are the two main features of the Cisco VVB? (Choose two.)

- A. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- B. allows an agent to retrieve the required information through voice commands without interacting with a customer
- C. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- D. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time
- E. allows customers to retrieve the required information through voice commands without interacting with an agent

Answer: A, E

Question: 2

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

Answer: B, C

Question: 3

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.

Answer: C

Question: 4

Which VVB CLI command can set an individual media file to an expired state?

- A. set VVB cache stale_cache_entries
- B. show set VVB cache stale_cache_entry <cache_entry_url>
- C. Outils VVB cache stale_cache_entry <cache_entry_url>
- D. set VVB cache stale_cache_entry <cache_entry_url>

Answer: C

Question: 5

Which two key tasks must be completed in ICM to enable basic agent functionality in a CCE deployment? (Choose two.)

- A. configure Skill groups and Skill targets
- B. configure Agent Desk Settings
- C. configure Route teams and Skill targets
- D. configure Agent Route Groups
- E. configure the Administrators

Answer: A, B

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