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The Cisco 500-442 certification exam is without a doubt a terrific and quick way to develop your profession in your field. These advantages include the opportunity to develop new, in-demand skills, advantages in the marketplace, professional credibility, and the opening up of new job opportunities. Administering Cisco Contact Center Enterprise 500-442 real reliable test cram and test book help you pass the Administering Cisco Contact Center Enterprise exam successfully.

Cisco 500-442 Exam Syllabus Topics:

Section	Weight	Objectives
Reporting	10%	- Utilize CUIC - Describe access tools
Overview	20%	- Understand Contact Center basics - Explain call flow - Describe CCE components and architecture
Configuration and Implementation	20%	- Configure agent teams and supervisors - Utilize Finesse administration tool - Implement precision routing - Deploy basic call settings
Basic Calls and Agent settings	20%	- Build basic ICM scripts - Configure basic call treatment - Configure basic agent functionality
Advanced Configuration	20%	- Configure RONA support - Configure roles and departments - Implement VXML applications
Advanced Features	10%	- Understand CCE features beyond default

>> Lab 500-442 Questions <<

Types of PassTestking Cisco 500-442 Practice Questions

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Cisco Administering Cisco Contact Center Enterprise Sample Questions (Q44-Q49):

NEW QUESTION # 44

Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

- A. VRU PG
- B. Unified Communications Manager
- C. Finesse Server
- **D. Voice Browser**
- **E. Media Server**

Answer: D,E

Explanation:

Apart from CVP Call Studio, which is used to design and develop VXML applications, two other components that play a crucial role in the functioning of VXML applications are: C. Media Server: This component stores and serves media files, such as audio prompts and music on hold, that are used by VXML applications during call interactions. D. Voice Browser: Often referred to as the VXML Gateway in Cisco environments, the Voice Browser interprets and executes VXML documents, facilitating interaction between callers and the IVR system. References: Detailed information on the architecture and components of VXML applications can be found in Cisco's documentation on Unified CVP and VXML Gateway.

NEW QUESTION # 45

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

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

Answer: D

NEW QUESTION # 46

Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

- A. VRU PG
- **B. Unified Communications Manager**
- C. Finesse Server
- **D. Voice Browser**
- E. Media Server

Answer: B,D

NEW QUESTION # 47

How many Workflows are supported by Finesse?

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

Answer: B

NEW QUESTION # 48

In a CCE Call Flow, how does ICM respond to a CVP new Route Request?

- A. ICM sends a VRU Label, which prompts a command to CVP
- B. ICM responds to the Route Request by running an Administrative Script.
- **C. ICM responds to the Route Request by running a Routing Script.**
- D. ICM sends an Agent Label, which prompts a command to CVP.

Answer: C

Explanation:

When CVP receives a new call and determines that routing decisions are needed, it sends a Route Request to the ICM Central Controller. ICM's response to this request is a core part of the call flow sequence.

Why the Correct Answer is Right: B is correct. When ICM receives a new Route Request from CVP, it responds by executing the Routing Script associated with the matched Call Type/Dialed Number. The Routing Script contains all the logic for determining how to handle the contact. This is the primary documented response mechanism in the Cisco CCE SRND.

Why Each Incorrect Answer is Wrong: A is wrong because ICM sends an Agent Label only after the Routing Script has identified an available agent and determined the call should be connected-this is a subsequent step, not the immediate response. C is wrong because Administrative Scripts handle non-call activities and are not executed in response to inbound Route Requests from CVP. D is wrong because ICM sends a VRU Label when it wants to send the call to self-service treatment-this also occurs after script execution, not as the immediate response to the Route Request itself.

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NEW QUESTION # 49

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