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Cisco 500-442 certification exam is a highly respected and sought-after certification in the IT industry. 500-442 exam is designed for professionals who want to demonstrate their knowledge and skills in administering Cisco Contact Center Enterprise solutions. 500-442 exam covers a range of topics, including call routing, agent desktop configuration, reporting, and troubleshooting.

Cisco 500-442 Certification Exam is ideal for IT professionals who work in a contact center environment and are responsible for managing and maintaining the Cisco CCE solution. 500-442 exam is also suitable for professionals who want to enhance their career prospects by demonstrating their expertise in Cisco CCE administration.

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## Cisco Administering Cisco Contact Center Enterprise Sample Questions (Q35-Q40):

### NEW QUESTION # 35

Which variable remains available to all scripts in the system until reset?

- A. Caller Entered digits
- **B. Call variable**
- C. User variable
- D. Peripheral variable

**Answer: B**

### NEW QUESTION # 36

Which microapp is used to gather information from the caller?

- A. Play Media microapp

- B. Get Digits microapp
- C. Play Digit microapp
- D. Get Speech microapp

**Answer: B**

Explanation:

The Get Speech microapp is used to gather information from the caller in Cisco Virtual Voice Browser (VVB). The Get Speech microapp allows customers to interact with the VVB system using natural language speech inputs, such as providing an account number, name, or address. This microapp uses Automatic Speech Recognition (ASR) technology to transcribe the caller's speech and provide the transcribed information to the next step in the call flow for further processing or routing. It is worth noting that Get Digits microapp is used to gather DTMF digits from the caller.

**NEW QUESTION # 37**

Which two types of scripts can be created with the Script Editor? (Choose two.)

- A. Call Studio Scripts
- B. Routing Scripts
- C. Tenant Scripts
- D. Call Flow and Call Control Scripts
- E. Administrative Scripts

**Answer: B,E**

Explanation:

The Cisco ICM Script Editor is the primary tool for creating automation logic in CCE. It supports different script types that serve distinct purposes within the CCE ecosystem, from handling inbound contacts to system maintenance.

Why the Correct Answer is Right: C is correct because Routing Scripts are the primary script type created in ICM Script Editor- these scripts contain the decision logic for routing inbound contacts, queuing callers, and selecting agents. E is correct because Administrative Scripts are the second major type-triggered by system events or schedules rather than inbound contacts, used for housekeeping, variable resets, and system maintenance automation.

Why Each Incorrect Answer is Wrong: A is wrong because 'Call Flow and Call Control Scripts' is not a recognized script type in ICM Script Editor. Call flows are built using Routing Scripts. B is wrong because Call Studio Scripts are created in Cisco CVP Call Studio (a separate application for designing VXML applications), not in the ICM Script Editor. D is wrong because 'Tenant Scripts' is not a standard ICM Script Editor script type in typical CCE deployments-this terminology is more associated with multi-tenant cloud architectures.

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**NEW QUESTION # 38**

Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

- A. Active Directory
- B. CCE Admin page
- C. Domain Manager
- D. Configuration Manager

**Answer: A**

Explanation:

Associating users as members of a Security Group to access Configuration Manager or Script Editor is typically accomplished through C. Active Directory. In a Cisco Contact Center Enterprise environment, user access and permissions are often managed through integration with Active Directory, where Security Groups are configured to define the roles and access levels of different users. By adding users to the appropriate Security Group in Active Directory, administrators can control access to critical applications like Configuration Manager and Script Editor. References: Cisco's documentation on security and user management for Contact Center solutions often includes guidelines on using Active Directory to manage access and permissions.

**NEW QUESTION # 39**

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

- A. caller defines the reason for the call from several menu options
- B. reporting
- C. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
- D. heartbeat mechanism between Contact Center components
- E. TCP/IP connections through the network

**Answer: A,C**

Explanation:

An Interactive Voice Response (IVR) system in a Contact Center environment provides several key functionalities, including:  
A. Access a database and provide the caller with all the needed information to complete the transaction (Self Service): This allows callers to retrieve information, perform transactions, or resolve issues without needing to speak with an agent, enhancing efficiency and caller satisfaction.  
E. Caller defines the reason for the call from several menu options: By interacting with IVR menu options, callers can specify the nature of their call, which helps in routing the call to the most appropriate resource or service within the contact center.  
References: Documentation on Cisco's IVR solutions, such as Cisco Unified Customer Voice Portal, often outlines these and other functionalities provided by IVR systems in contact center environments.

## NEW QUESTION # 40

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