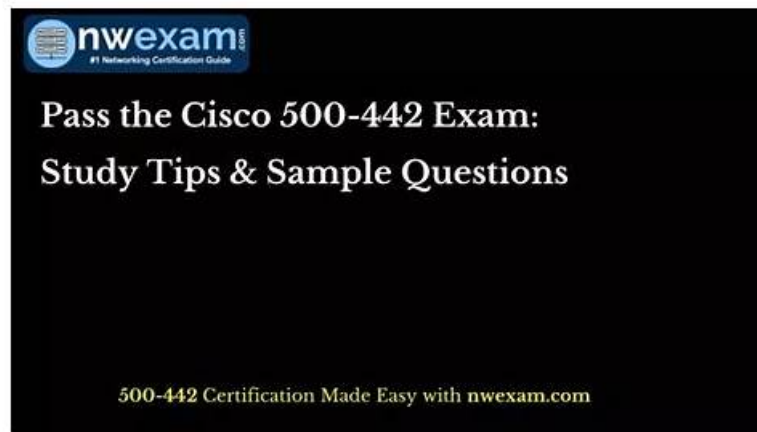


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## Cisco Administering Cisco Contact Center Enterprise Sample Questions (Q12-Q17):

### NEW QUESTION # 12

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

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

Answer: C,E

### NEW QUESTION # 13

In a contact center, agents must select the Reason Code when they go to the "Not Ready" state. Which configuration by an administrator in Agent Desk Settings allows this action?

- A. Wrap-up on Outgoing, set to Required

- B. Enable "Require Logout Reason"
- C. Enable "Require Idle Reason"
- D. Wrap-up on Incoming, set to Required

**Answer: C**

Explanation:

Enabling "Require Idle Reason" in Agent Desk Settings allows this action. When this setting is enabled, agents must select a Reason Code when they change their state to "Not Ready." This helps in tracking the specific reasons why agents are not available to take calls, providing valuable insights for workforce management and operational efficiency. References: Cisco Unified Contact Center Enterprise documentation, particularly sections related to Agent Desk Settings and Reason Codes, provides guidelines on configuring these settings to require agents to specify reasons for their "Not Ready" status.

#### NEW QUESTION # 14

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

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

**Answer: A,D**

#### NEW QUESTION # 15

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

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

**Answer: D,E**

#### NEW QUESTION # 16

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. allows customers to retrieve the required information through voice commands without interacting with an agent
- D. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- E. 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

**Answer: A,C**

Explanation:

The Cisco Virtualized Voice Browser (VVB) is a software-based IVR platform that delivers self-service capabilities, rendering VXML applications and interfacing with ASR/TTS engines so callers can interact through speech.

Why the Correct Answer is Right: A is correct because VVB supports multilingual ASR/TTS, enabling prompts and recognition in multiple languages, which is a core design feature documented in the Cisco VVB Administration Guide. E is correct because the primary purpose of VVB is to empower customers to self- serve via voice-retrieving account info, routing themselves, or completing transactions without live agents.

Why Each Incorrect Answer is Wrong: B is wrong because agents do not retrieve information via VVB voice commands-VVB is

customer-facing. C is wrong because VVB explicitly supports multiple languages, not just one. D is wrong because efficient call traffic routing describes the ICM/CVP layer, not VVB's core feature set.

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## NEW QUESTION # 17

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