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Cisco 500-442 Exam Syllabus Topics:

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

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Cisco Administering Cisco Contact Center Enterprise Sample Questions (Q14-Q19):

NEW QUESTION # 14

What are two default CCB VXML applications that could be modified? (Choose two.)

- A. Callback Engine
- B. BillingQueue
- C. CallbackEntry
- D. CallbackQueue
- E. cvp_ccb-vxml.tcl

Answer: C,D

Explanation:

In the context of Cisco Customer Voice Portal (CVP), two default Call Studio VXML applications that could be modified are: A. CallbackEntry: This application handles the initial interaction with callers when they choose to use a callback feature, collecting necessary information and initiating the callback process. E. CallbackQueue: This application manages the queuing logic for callbacks, ensuring that callback requests are processed in an orderly manner and according to predefined rules and priorities. References: Cisco CVP and Call Studio documentation provide insights into the default VXML applications, including CallbackEntry and CallbackQueue, and how they can be customized or modified to meet specific Contact Center requirements.

NEW QUESTION # 15

What are two data sources the Cisco Unified Intelligence Center (CUIC) will access to fetch data to render reports? (Choose two.)

- A. Cisco Administration Server and Historical Data Server
- B. Cisco Data Browser
- C. Cisco Customer Voice Portal Reporting Server
- D. Cisco Unified Communication Manager Server
- E. Cisco Virtual Voice Browser

Answer: A,C

Explanation:

The Cisco Unified Intelligence Center (CUIC) accesses various data sources to fetch data for rendering reports. The two primary data sources it uses are: B. Cisco Customer Voice Portal Reporting Server: This server provides detailed information about IVR interactions, call treatment, and self-service application usage within the Customer Voice Portal. D. Cisco Administration Server and Historical Data Server: These servers store a wide range of historical data related to contact center operations, including agent performance, call routing statistics, and system utilization metrics. References: Official Cisco CUIC documentation details the data sources that CUIC can access for reporting purposes, highlighting how data from these sources is used to compile comprehensive reports on contact center performance.

NEW QUESTION # 16

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

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

- D. ICM responds to the Route Request by running a Routing Script.

Answer: D

Explanation:

In a Cisco Contact Center Enterprise (CCE) Call Flow, when ICM receives a new Route Request from CVP, the response is B. ICM responds to the Route Request by running a Routing Script. This script contains the logic that determines how the call should be routed within the contact center, which could involve sending the call to an IVR for self-service, queueing the call for an available agent, or implementing other routing decisions based on the business rules defined in the script. References: Cisco CCE scripting and routing documentation provides insights into how ICM processes Route Requests and the role of Routing Scripts in determining call treatment and routing.

NEW QUESTION # 17

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

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

Answer: C,D

Explanation:

To enable basic agent functionality in a Cisco Contact Center Enterprise (CCE) deployment, key configurations within the Intelligent Contact Management (ICM) component are necessary: A. Configure Skill Groups and Skill Targets: Skill groups are collections of agents with similar skills. Skill targets are specific routing points associated with skill groups. Configuring these elements is essential for directing calls to the most suitable agents based on their skills. B. Configure Agent Desk Settings: These settings define the operational parameters for agents, such as wrap-up time, maximum call handling time, and other agent-specific settings. These configurations are crucial for managing agent efficiency and ensuring quality customer service. References: Cisco CCE and ICM configuration guides provide detailed instructions on setting up these components to ensure efficient agent functionality and optimal call routing within the contact center.

NEW QUESTION # 18

Which user role must be assigned to the ToExtVXML variable in the ICM script?

- A. ICM Script Admin Role
- B. Agent Admin Role
- C. Config Manager Role
- D. Internet ScriptEditor Role

Answer: A

Explanation:

The ToExtVXML variable in ICM scripts is used to pass data to external VXML applications-it facilitates the transfer of call context data from the ICM routing script to CVP/VXML applications. Access to configure and use this variable requires appropriate permissions.

Why the Correct Answer is Right: B is correct. The ICM Script Admin Role is required to work with the ToExtVXML variable. This role grants full access to ICM scripting capabilities, including the ability to configure ECC (Expanded Call Context) variables and system variables like ToExtVXML that are used in routing scripts for external VXML communication. This is documented in the Cisco ICM Scripting permissions framework.

Why Each Incorrect Answer is Wrong: A is wrong because 'Internet ScriptEditor Role' is not a standard recognized Cisco CCE user role name-the correct role for scripting access is ICM Script Admin Role. C is wrong because Config Manager Role provides access to Configuration Manager for configuring objects like agents and dialed numbers, but not access to ICM scripting variables. D is wrong because Agent Admin Role is scoped to managing agent configurations and desktop settings-it does not grant ICM scripting permissions required to work with variables in the Script Editor.

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NEW QUESTION # 19

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