

Exam 500-442 Material - 500-442 Related Exams



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Cisco 500-442 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Advanced Features	10%	- Understand CCE features beyond default settings
Topic 2: Overview	20%	- Describe access tools - Explain call flow - Understand Contact Center basics - Describe CCE components and architecture
Topic 3: Configuration and Implementation	20%	- Configure agent teams and supervisors - Utilize Finesse administration tool - Implement precision routing
Topic 4: Advanced Configuration	20%	- Configure RONA support - Configure roles and departments - Implement VXML applications
Topic 5: Reporting	10%	- Utilize Cisco Unified Intelligence Center (CUIC)
Topic 6: Basic Calls and Agent Settings	20%	- Build basic ICM scripts - Configure basic agent functionality - Configure basic call treatment - Deploy basic call settings

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Quiz 500-442 - Administering Cisco Contact Center Enterprise Latest Exam

Material

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Cisco Administering Cisco Contact Center Enterprise Sample Questions (Q13-Q18):

NEW QUESTION # 13

What is the maximum number of attributes that can be assigned to an Agent?

- A. 0
- **B. 1**
- C. 2
- D. 3

Answer: B

Explanation:

In Cisco Contact Center Enterprise (CCE) environments, an agent can be assigned a maximum of 50 attributes. These attributes can include skills, proficiency levels, and other characteristics that help in routing calls to the most appropriate agent based on the requirements of the incoming contact and the agent's expertise. References: This information is typically found in Cisco CCE documentation, particularly in sections related to agent configuration and skill management.

NEW QUESTION # 14

What is the suggested mechanism to offer coaching to agents by supervisors?

- A. TeamMessage
- B. Email
- **C. Whisper coaching**
- D. Desktop chat

Answer: C

Explanation:

Cisco CCE provides supervisors with several real-time monitoring and intervention tools. For coaching agents during live calls, a specific mechanism exists that allows supervisors to communicate without the customer hearing.

Why the Correct Answer is Right: D is correct. Whisper Coaching is the Cisco CCE feature specifically designed for supervisor coaching of agents during live calls. The supervisor can join the call in whisper mode-only the agent hears the supervisor's coaching while the customer cannot hear the supervisor. This is the recommended mechanism for real-time agent coaching as documented in the Cisco Finesse Supervisor Guide.

Why Each Incorrect Answer is Wrong: A is wrong because TeamMessage allows supervisors to send broadcast text messages to their team through Finesse-this is for general announcements, not real-time call coaching. B is wrong because Desktop chat allows text communication but is not suitable for real-time coaching during a live customer call-it would distract the agent. C is wrong because Email is asynchronous communication, entirely unsuitable for real-time coaching during a live customer call where immediate guidance is needed.

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NEW QUESTION # 15

What are two PCCE deployment models that support the Avaya ACD Integration? (Choose two.)

- **A. PCCE Lab Mode**
- B. DPCCE 12K
- **C. PCCE Admin Mode**
- D. PCCE 2K

- E. DPCCE 4K

Answer: A,C

NEW QUESTION # 16

Which server holds the .wav files on a UCCE environment?

- A. Media Server
- B. ICM Router
- C. VXMLGW
- D. CVP reporting server

Answer: A

NEW QUESTION # 17

Which tool can be used to verify the configuration of Basic Call settings?

- A. Deleted Objects tool
- B. Router Log Viewer
- C. Call Tracer
- D. ICM Script Editor

Answer: C

NEW QUESTION # 18

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