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## Cisco Administering Cisco Contact Center Enterprise Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Which two functionalities should a Contact Center typically be provided? (Choose two.)

- A. Routing Protocols
- B. TCP/IP
- C. IVR and Queuing
- D. Surveys
- E. Skill-Based Routing

**Answer: C,E**

Explanation:

A Contact Center typically needs to provide the following functionalities: A. Skill-Based Routing: This functionality allows the Contact Center to route calls to the most appropriate agent based on their skills, ensuring that customers are matched with agents who can best address their needs. C. IVR and Queuing: Interactive Voice Response (IVR) systems and queuing mechanisms are crucial for managing incoming calls, providing self-service options, and efficiently managing caller wait times until an appropriate agent is available. References: Cisco's documentation on Contact Center solutions, including Unified Contact Center Enterprise (UCCE), often highlights the importance of Skill-Based Routing and IVR/Queuing functionalities in providing effective customer service.

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

**Answer: A,E**

Explanation:

Cisco Virtualized Voice Browser (VVB) is designed to facilitate concurrent multimedia communication processing. Cisco VVB has the following features: \* Facilitates self-service options such as access to check account information or user-directed call routing by processing user commands through touchtone input or speech-recognition technologies. \* Allows customers to retrieve the required information through voice commands without interacting with an agent, to navigate to the correct department, or to get help from an agent. \* Provides multilingual support for Cisco VVB server prompts for automated speech recognition (ASR) and text-to-speech (TTS) capabilities. \* Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time.

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#### NEW QUESTION # 17

Which two steps are required to configure RONA for CCE? (Choose two.)

- A. Survivability
- B. Scripting logic
- C. CCE Web Admin
- D. Auto-answer
- E. Skill target configuration

**Answer: C,E**

#### NEW QUESTION # 18

Which two actions are Supervisors able to perform that Agents are unable to perform? (Choose two.)

- A. answer Calls from Skill groups and PQs
- B. view Team gadget in Finesse
- C. CUCMAPI
- D. log in to CCE admin
- E. CUC login

**Answer: B,D**

Explanation:

Supervisors have capabilities in the Cisco Contact Center environment that agents do not, including: A. View Team Gadget in Finesse: Supervisors have access to the Team Performance gadget in Cisco Finesse, allowing them to monitor the real-time performance and status of their team members, which is not typically available to agents. D. Log in to CCE Admin: Supervisors often have administrative privileges that allow them to access the Cisco Contact Center Enterprise Administration interface for configuration and management tasks, a capability not available to standard agents. References: Cisco Finesse and CCE documentation outline the roles and capabilities within the contact center platform, including the specific tools and gadgets available to supervisors versus agents.

#### NEW QUESTION # 19

What are two channels or features supported by ECE? (Choose two.)

- A. TSMS
- B. Email
- C. Chat
- D. Callback
- E. Courtesy Callback

**Answer: B,C**

Explanation:

Cisco Enterprise Chat and Email (ECE) is the multichannel contact center solution that extends CCE beyond voice to handle digital customer interactions, routing them through the same CCE infrastructure as voice calls.

Why the Correct Answer is Right: B is correct because Chat is a primary channel supported by ECE. ECE enables web chat interactions where customers connect with agents through a chat widget on a website. Chat conversations are routed through CCE and handled by agents in the Finesse desktop. E is correct because Email is the other primary channel supported by ECE. ECE provides email management capabilities- inbound emails are queued, routed to appropriate agents, and tracked within the CCE environment with full reporting.

Why Each Incorrect Answer is Wrong: A is wrong because 'TSMS' is not a standard channel supported by Cisco ECE and is not a recognized digital channel designation in Cisco CCE documentation. C is wrong because Courtesy Callback is a CVP feature (not an ECE channel) that allows voice callers to request a callback instead of holding. D is wrong because while 'Callback' as a generic concept exists, it is not an ECE channel-ECE specifically handles Chat, Email, and related web-based digital interactions.

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## NEW QUESTION # 20

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