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QUESTION & ANSWER



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Exam : **500-442**

Title : Administering Cisco Contact
Center Enterprise (CCEA)

Version : DEMO

1.How many Workflows are supported by Finesse?

- A. up to 20 Workflows with 5 per Team
- B. up to 100 Workflows with 5 per Team
- C. up to 100 Workflows with 20 per Team
- D. up to 200 Workflows with 20 per Team

Answer: C

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

- A. 40
- B. 50
- C. 200
- D. 500

Answer: B

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

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

Answer: A C

4.What are the two primary roles of the PSTN and voice gateway in the Unified CCE solution? (Choose two.)

- A. The voice gateway may modify the digits presented to downstream devices.
- B. The voice gateway provides IVR functionality in a Contact Center deployment.
- C. The PSTN is responsible for delivering the inbound call to a voice gateway.
- D. The PTSN is responsible for routing the call to the agent.
- E. The voice gateway is responsible for routing the call to the agent.

Answer: A, C

5.Which two role types have access to CUIC reporting objects maintained through a system of Roles and Permissions? (Choose two.)

- A. Report Designer
- B. Dashboard Administrator
- C. Security Administrator
- D. Report Definition Designer
- E. Security Configuration Designer

Answer: A, D