

## Cisco.500-442.v2023-05-19.q29

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### NEW QUESTION: 1

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

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

**Answer: B (LEAVE A REPLY)**

### NEW QUESTION: 2

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

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

**Answer: B,C (LEAVE A REPLY)**

### NEW QUESTION: 3

Which two components must a script be associated with to run? (Choose two.)

- A. Media Routing Domain
- B. Skill Target
- C. CED
- D. Call Type
- E. Dialed Number

**Answer: A,E (LEAVE A REPLY)**

### NEW QUESTION: 4

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

- A. the number of calls the agent has taken
- B. Longest Available
- C. the Weight of the attribute
- D. the agent with the Most Attributes

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 5**

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Routing Scripts
- B. Administrative Scripts
- C. Dialed Numbers
- D. Agents
- E. Deleted Objects

**Answer: A,C ([LEAVE A REPLY](#))**

**NEW QUESTION: 6**

How many teams can an Agent be a part of?

- A. unlimited
- B. 2
- C. 3
- D. 1

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 7**

Which microapp is used to gather information from the caller?

- A. Play Media microapp
- B. Get Speech microapp
- C. Play Digit microapp
- D. Get Digits microapp

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 8**

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

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

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 9**

Which two components must be configured for CCE to begin routing the contact and start processing the call? (Choose two.)

- A. Network VRU
- B. Skill Targets
- C. Call type
- D. Media routing domain
- E. ICM script

**Answer: C,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 10**

Where should the RONA setting be positioned the highest?

- A. on CVP OPS console
- B. on the desk setting on UCCE
- C. on the script in UCCE
- D. on the phone in CUCM

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 11**

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 12**

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

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

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 13**

Deploying a VXML application is a two-step process. The first step is deploying the projects to a local archive (.zip file using the Deploy option in Call Studio). The second part of the project deployment uses SPOG to transfer the .zip file to the VXML Server(s). Which option in SPOG will be utilized to transfer these zip files to VXML Server(s)?

- A. IVR Settings under Call Settings card
- B. Miscellaneous under Call Settings card
- C. Device Configuration under Infrastructure Settings card
- D. Route Settings under Call Settings card

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 14**

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

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 15**

Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Choose two.)

- A. G711 mu-law or a-law
- B. the file format is wav
- C. the file format is mp3
- D. the max file size is 40 MB
- E. G729

**Answer: C,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 16**

In a CCE Call Flow, which step comes after the call arrives and is held on a port on the Ingress Gateway?

- A. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server.
- B. ICM responds to the Route Request by running a Routing Script.
- C. CVP delivers a Route Request to the ICM Central Controller.
- D. CVP establishes an HTTP link with the VVB (or IOS VXML Gateway), establishing the IVR Leg of the call.

**Answer: D ([LEAVE A REPLY](#))**

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**NEW QUESTION: 17**

What are two purposes of Cisco Unified Intelligence Center? (Choose two.)

- A. allows different groups of users to configure APIs based on their roles
- B. obtains data from the base solution's database, known as Data Sources
- C. allows agents to re-skill to a different skill group or team
- D. automates Text to Voice Bot Configurations

E. customizes the visual presentation of the reports

**Answer: A,B ([LEAVE A REPLY](#))**

**NEW QUESTION: 18**

Which two components are needed to setup RONA? (Choose two.)

- A. System timers
- B. Call Routing Logic
- C. Attribute settings
- D. Skill Target Configuration
- E. Agent Permission levels

**Answer: C,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 19**

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

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

**Answer: A,C ([LEAVE A REPLY](#))**

**NEW QUESTION: 20**

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Agents
- B. Administrative Scripts
- C. Dialed Numbers
- D. Deleted Objects
- E. Routing Scripts

**Answer: C,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 21**

How many Workflows are supported by Finesse?

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

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 22**

How does CUCM function in CCE?

- A. Unified CM asks ICM what to do with Unified CCE calls and routes the call according to the instructions provided by the Unified CCE.

- B. Unified CM asks CVP what to do with Unified CCE calls and routes the call according to the instructions provided by the CVP.
- C. In a CUCM cluster, the Subscriber keeps the master Read/Write copy of configuration DB, which is replicated to all servers in the cluster.
- D. A Unified CM Publisher is a logical relationship of physical (deployed as virtual Machines) servers combined for redundancy purposes.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 23**

Which .bat file displays the status of the VXML server and the applications running?

- A. Status.bat
- B. Update.bat
- C. Deploy.bat
- D. ResumeApp.bat

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 24**

In Finesse, how are different gadgets enabled for specific team members?

- A. Ask the agent to add the gadget to his desktop after launching Finesse.
- B. Ask the supervisor to add the gadget to the agents desktop.
- C. Ask an administrator to configure the team with a custom layout.
- D. Only the same type and configuration of gadgets are supported for all users.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 25**

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

**Answer: A,E ([LEAVE A REPLY](#))**

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: 26**

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

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

**Answer: A,B ([LEAVE A REPLY](#))**

**NEW QUESTION: 27**

Which communication protocol is being used between PG/Router and Live Data to generate report information?

- A. TIP
- B. TCP
- C. UDP
- D. HTTP

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 28**

What are two descriptions for the Agent Targeting Rule? (Choose two.)

- A. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG).
- B. Agent Targeting Rule configuration simplifies the Mobile Agent configuration for the CCE Agent Peripheral Gateways (PG).
- C. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE VRU Peripheral Gateways (PG).
- D. The Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients.
- E. The Agent Targeting Rule allows configuration of Media groups by specifying the Agent id range and valid Routing Clients.

**Answer: C,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 29**

What value is used for Variable REQUERY\_NO ANSWER?

- A. 4
- B. 1
- C. 3
- D. 2

**Answer: ([SHOW ANSWER](#))**

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