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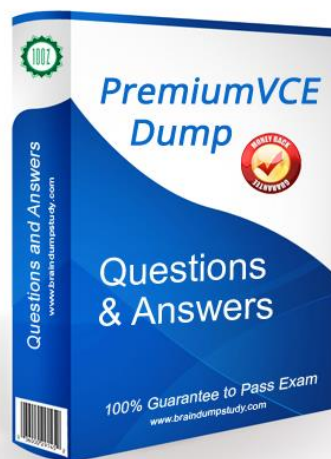
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Exam : **500-442**

Title : **Administering Cisco Contact Center Enterprise**

Vendor : **Cisco**

Version : **DEMO**

NO.1 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.** A Unified CM Publisher is a logical relationship of physical (deployed as virtual Machines) servers combined for redundancy purposes.
- C.** Unified CM asks CVP what to do with Unified CCE calls and routes the call according to the instructions provided by the CVP.
- D.** In a CUCM cluster, the Subscriber keeps the master Read/Write copy of configuration DB, which is replicated to all servers in the cluster.

Answer: A

Explanation:

In the Cisco Contact Center Enterprise (CCE) environment, CUCM functions as per option A. Unified Communications Manager (CUCM) queries the Intelligent Contact Management (ICM) component on how to handle Unified CCE calls and then routes the call according to the instructions provided by the Unified CCE.

This integration allows for seamless call routing and management within the contact center ecosystem. References: Cisco's documentation on CCE integration with CUCM details this interaction, explaining how CUCM collaborates with ICM to route calls within the contact center.

NO.2 In CCE deployments, which two configuration tasks can be performed via the Finesse Server Administration page? (Choose two.)

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

Answer: B E

Explanation:

the Finesse Server Administration page in CCE deployments allows for the configuration of both Routing Layouts and Skill-groups. Routing Layouts are used to define the layout of the contact center by specifying which agents are assigned to which skills, while Skill-groups are used to create collections of skills that can be assigned to agents. Reason Codes and Workflows can also be configured via the Finesse Server Administration page, but Routing Scripts cannot.

NO.3 Which two functionalities should a Contact Center typically be provided? (Choose two.)

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

Answer: A C

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.

NO.4 What value is used for Variable REQUERY_NO ANSWER?

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

Answer: C

NO.5 Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

- A. average queue time
- B. call abandon rate
- C. customer expectations
- D. cost
- E. customer satisfaction
- F. productivity

Answer: B,E

NO.6 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 Incoming, set to Required
- B. Enable "Require Logout Reason"
- C. Enable "Require Idle Reason"
- D. Wrap-up on Outgoing, set to Required

Answer: C

Explanation:

Enabling "Require Idle Reason" in Agent Desk Settings allows this action. When this setting is enabled, agents must select a Reason Code when they change their state to "Not Ready." This helps in tracking the specific reasons why agents are not available to take calls, providing valuable insights for workforce management and operational efficiency. References: Cisco Unified Contact Center Enterprise documentation, particularly sections related to Agent Desk Settings and Reason Codes, provides guidelines on configuring these settings to require agents to specify reasons for their "Not Ready" status.