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Administering Cisco Contact Center Enterprise (CCEA)

Cisco 500-442

Version Demo

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Topic Break Down

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QUESTION NO: 1

Which two servers can be accessed from the Web Administration tool? (Choose two.)

A. Rogger

B. PG

C. DCCMP

D. CVP

E. Finesse

ANSWER: D E

Explanation:

CVP and Finesse are the two contact-center application servers that administrators can access through the Cisco Contact Center Enterprise Web Administration tool. This web-based administrative interface provides centralized navigation to supporting CCE applications, allowing an administrator to open the relevant management interfaces without needing to connect directly to each application server. CVP access leads to the Customer Voice Portal administration environment, where administrators manage voice application–related configuration and platform operations. Finesse access leads to the Finesse administration environment, which is used to administer the agent and supervisor desktop service, its teams, layouts, and related configuration. These integrations support the CCE operational model by making key application administration functions readily available from the central CCE administration workflow. Cisco documents the Web Administration interface and its related tools in the Cisco Unified Contact Center Enterprise Administration and Configuration Guide. For Finesse-specific administrative capabilities, see the Cisco Finesse Administration Guide.

QUESTION NO: 2

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

A. Ask an administrator to configure the team with a custom layout.

B. Only the same type and configuration of gadgets are supported for all users.

C. Ask the agent to add the gadget to his desktop after launching Finesse.

D. Ask the supervisor to add the gadget to the agents desktop.

ANSWER: A

Explanation:

Ask an administrator to configure the team with a custom layout. Cisco Finesse controls the agent desktop experience through desktop layouts that are assigned at the team level. A Finesse administrator can create or modify a layout to specify the gadgets, tabs, and arrangement presented to agents who belong to that team. This makes team-based layouts the appropriate way to provide different desktop capabilities to groups of agents, such as exposing a specialized workflow gadget to one operational team while presenting a different set of gadgets to another team.

The configuration is centrally administered in Finesse rather than being individually assembled by each agent at sign-in. The assigned team layout is applied when the agent accesses the Finesse desktop, helping ensure a consistent interface and controlled deployment of approved gadgets. Cisco's Finesse administration documentation describes desktop layouts and their assignment to teams, including the configuration of gadgets in the layout XML. See the Cisco Finesse Administration Guide and the Cisco Unified Contact Center Enterprise Administration Guide.

QUESTION NO: 3

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

A. ICM script

B. Skill Targets

C. Network VRU

D. Call type

E. Media routing domain

ANSWER: A B

Explanation:

ICM script and **Skill Targets** provide the essential routing logic and routing destinations for contact processing in Cisco Contact Center Enterprise. An ICM script defines the sequence of routing decisions that CCE performs after it receives a routing request. It can apply business rules, perform lookups, queue the contact, invoke treatments, and select a target for the contact. Skill Targets represent the agent, service, or other destination entities that CCE can evaluate and select while executing that routing logic. They provide the real-time operational targets against which CCE considers availability and routing criteria, enabling the script to direct a contact toward an appropriate resource. Together, the script supplies the decision workflow and the skill targets supply the resources that workflow can route toward. This model allows CCE to make centralized, policy-driven routing decisions based on the configured business logic and current target state. Cisco's configuration documentation describes routing scripts as the mechanism used to control contact routing and skill targets as the entities used in routing decisions. See Cisco's Unified Contact Center Enterprise configuration guides and the CCE Configuration Guide.

QUESTION NO: 4

Which two functions are performed by the Logger in a Unified CCE deployment? (Choose two.)

A. maintains the central configuration database

B. stores historical contact-center data

C. executes Finesse desktop workflows

D. provides VoiceXML interpretation for IVR calls

E. terminates PSTN trunks from the service provider

ANSWER: A B

Explanation:

The **Logger** maintains the central CCE configuration database and stores historical contact-center data generated by the system. Configuration data includes objects such as agents, skill groups, dialed numbers, call types, and routing scripts. Historical data includes call and agent activity records used for reporting and analysis. In redundant deployments, the Logger database is replicated between the Side A and Side B Logger components to provide high availability. See the Cisco Unified Contact Center Enterprise installation and configuration guides.

QUESTION NO: 5

Which two Outbound Option objects are used to determine which customer records are selected for an outbound campaign? (Choose two.)

A. Dialing List

B. Query Rule

C. Call Type

D. Business Hours calendar

E. Agent Desk Setting

ANSWER: A B

Explanation:

A **Dialing List** contains the customer records and telephone numbers available for an Outbound Option campaign. The list provides the source records that can be presented to agents or dialed by the Outbound Option Dialer.

A **Query Rule** defines the criteria used to select eligible records from the dialing list. Query rules can control record selection based on campaign requirements, such as customer fields, retry status, and dialing constraints. Together, the dialing list and query rule determine the population that the campaign can process. See the Cisco Unified Contact Center Enterprise installation and configuration guides for Outbound Option administration information.

QUESTION NO: 6

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

A. ResumeApp.bat

B. Status.bat

C. Update.bat

D. Deploy.bat

ANSWER: B

Explanation:

Status.bat is the Cisco Unified Customer Voice Portal VXML Server administration script used to display the current operational status of the VXML Server and its deployed applications. Administrators run this script from the VXML Server command-line environment when they need a quick view of whether the server is running and which applications are active. This status check is especially useful after an application deployment, a service restart, or during initial troubleshooting, because it confirms the runtime state reported by the VXML Server rather than merely showing files that have been copied to the system. Cisco's VXML Server application-management tooling includes command scripts for lifecycle and operational tasks, with the status command intended specifically to report server and application state. The filename in the question's original answer contains a typographical error; the correct script name is **Status.bat**. Cisco CVP documentation is available through the Cisco Unified CVP installation and configuration guides, and Cisco's product documentation portal provides the relevant VXML Server administration references at Cisco Unified Customer Voice Portal support documentation.

QUESTION NO: 7

Which ICM routing-script node is used to queue a contact to a traditional Skill Group?

A. Queue to Skill Group

B. Queue to Precision Queue

C. Route Select

D. Run External Script

ANSWER: A

Explanation:

The **Queue to Skill Group** node places a contact in queue for a selected traditional skill group when an appropriately qualified agent is not immediately available. The node can apply queue treatment while CCE continues to monitor the availability of agents assigned to that skill group. This differs from the Queue to Precision Queue node, which is used for attribute-based Precision Routing. Cisco documents both queue nodes and their routing behavior in the CCE scripting documentation. See the Cisco Unified Contact Center Enterprise installation and configuration guides.

QUESTION NO: 8

Which user role must be assigned to the ToExtVXML variable in the ICM script?

A. Internet ScriptEditor Role

B. ICM Script Admin Role

C. Config Manager Role

D. Agent Admin Role

ANSWER: B

Explanation:

ICM Script Admin Role is the required role because the `ToExtVXML` ECC variable is configured and used within an ICM routing script to support a CVP external VXML application handoff. Administrative script permissions are necessary to create, modify, and maintain the script logic and its associated enterprise data configuration. This includes setting an ECC variable through the appropriate Script Editor node so that Unified CCE can pass the external VXML destination information to CVP during call processing. The role provides the required administrative authority over ICM script content rather than merely operational, agent-management, or general configuration access. Proper role-based access is important because script changes can directly affect call treatment and routing behavior in the production contact center. Cisco documents the use of ECC variables in Unified CCE scripting and describes CVP integration mechanisms used when ICM scripts exchange call-context data with CVP applications. See the Cisco Unified CCE Configuration and Administration Guide and the Cisco CVP Design Guide.