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Administering Cisco Contact Center Enterprise (CCEA)

Question: 176

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: A

Question: 177

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

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

Answer: D

Question: 178

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,B,E

Question: 179

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

Question: 180

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,C,D

Question: 181

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

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

Answer: B

Question: 182

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

A. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
B. TCP/IP connections through the network
C. reporting
D. heartbeat mechanism between Contact Center components
E. caller defines the reason for the call from several menu options

Answer: A,C,E

Question: 183

Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

A. CCE Admin page
B. Domain Manager
C. Active Directory
D. Configuration Manager

Answer: A

Question: 184

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

A. ResumeApp.bat
B. Stalus.bat
C. Update.bat
D. Deploy.bat

Answer: B

Question: 185

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 CC
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 CV
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

Question: 186

Which two steps are required to configure a Supervisor? (Choose two.)

A. assign the Supervisor to only one Team
B. assign the Supervisor to a Skill Group and Precision Queue
C. make sure the Supervisor has an Active Directory Account
D. ensure that "Is Supervisor" is checked
E. assign the Supervisor to a Precision Queue

Answer: A,D

Question: 187

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

Answer: C

Question: 188

How can the Extension Mobility feature be described?

A. As part of the configuration, the Device profile needs to be created in CCE and associate each Device Profile with the appropriate Agent.
B. As part of the configuration, both device profiles and phones need to be added to the pg user account.
C. The Cisco Unified CM feature that allows Agents to temporarily access their Cisco Unified IP Phone configuration,

such as line appearances, services, and speed dials, from other Unified IP Phones.
D. The Extension Mobility Cross Cluster works on phones that are located in the same Unified CM cluster.

Answer: C

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101.html

Question: 189

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

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

Answer: C

Question: 190

Which variable remains available to all scripts in the system until reset?

A. Caller Entered digits
B. Call variable
C. User variable
D. Peripheral variable

Answer: B

Question: 191

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. the Weight of the attribute
C. the agent with the Most Attributes
D. Longest Available

Answer: C

Question: 192

How are additional ICM Tools added?

A. Script Editor is available in the PG and ICM Router server.
B. PG Server node will add the additional tools provided in the Administration Tools folder.
C. Admin Server node will add the additional tools provided in the Administration Tools folder.

D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

Answer: A

Question: 193

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: B

Question: 194

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

A. Rogger
B. PG
C. DCCMP
D. CVP
E. Finesse

Answer: A,B,D

Question: 195

What value is used for Variable REQUERY_NO ANSWER?

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

Answer: D

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