Cisco

500-442 Exam

Administering Cisco Contact Center Enterprise

Questions & Answers
Demo

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Version: 4.1

Question: 1

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: AE

Explanation:

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.
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/cisco_vvb/vvb11_6/configuration/guide/cvvb_b_ciscovvb-administration-and-configuration-guide/cvvb_b_ciscovvb-administration-and-configuration-guide_chapter_01.pdf

Question: 2

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

A. Dialed Numbers
B. Agents
C. Routing Scripts

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D. Administrative Scripts
E. Deleted Objects

Answer: AC

Explanation:

Question: 3

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_C3A 84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101.html

Question: 4

Which VVB CLI command can set an individual media file to an expired state?

A. set VVB cache stale_cache_entries
B. show set VVB cache stale_cache_entry <cache_entry_url>
C. Outils VVB cache stale_cache_entry <cache_entry_url>
D. set VVB cache stale_cache_entry <cache_entry_url>

Answer: A

Explanation:

Question: 5

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

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

Answer: AD

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