Cisco

500-442 Exam

Administering Cisco Contact Center Enterprise

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Version: 5.0

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:

 The correct answer is A and E. The 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 technologies1.
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 agent1.
Provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities1.
Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time1.
Option B is incorrect because it is the opposite of what Cisco VVB does. Cisco VVB allows customers, not agents, to use voice commands without interacting with an agent1.
Option C is incorrect because Cisco VVB supports multiple languages for ASR and TTS, not just one1.
Option D is incorrect because it confuses the roles of customers and agents. Cisco VVB provides better customer service, not agent service, by transferring customers to the right agent, not vice versa1.

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
D. Administrative Scripts
E. Deleted Objects

Answer: BC

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_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101.html

The correct answer is C. The Extension Mobility feature can be described as follows1:
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 Phones1.
The feature enables users to log in to any phone that supports Extension Mobility and use it as their own phone1.
The feature supports both intra-cluster and cross-cluster scenarios, where users can log in to phones that are located within the same or different Unified CM clusters1.
The other options are incorrect because:
Option A is incorrect because the device profile needs to be created in Unified CM, not CCE, and associated with the user, not the agent1.
Option B is incorrect because only the device profile needs to be added to the pg user account, not the phone2.
Option D is incorrect because the Extension Mobility Cross Cluster works on phones that are located in different Unified CM clusters, not the same cluster1.

Extension Mobility is a feature of Cisco Unified Communications Manager (CM) that allows users to temporarily access their personal phone settings, such as line appearances, services, and speed dials, on different Cisco Unified IP Phones. This feature is particularly useful in environments where users

change workspaces frequently or share workspaces with others.
Reference: Cisco Unified CM's official documentation provides comprehensive details on the
Extension Mobility feature, including its setup, configuration, and usage.

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: C

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: A, B

Explanation:

To enable basic agent functionality in a Cisco Contact Center Enterprise (CCE) deployment, key
configurations within the Intelligent Contact Management (ICM) component are necessary:
A. Configure Skill Groups and Skill Targets: Skill groups are collections of agents with similar skills.
Skill targets are specific routing points associated with skill groups. Configuring these elements is
essential for directing calls to the most suitable agents based on their skills.
B. Configure Agent Desk Settings: These settings define the operational parameters for agents, such
as wrap-up time, maximum call handling time, and other agent-specific settings. These
configurations are crucial for managing agent efficiency and ensuring quality customer service.
Reference: Cisco CCE and ICM configuration guides provide detailed instructions on setting up these
components to ensure efficient agent functionality and optimal call routing within the contact center.

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