



Free Questions for 500-442 by vceexamstest

Shared by Mathis on 22-07-2024

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Question 1

Question Type: MultipleChoice

Which microapp is used to gather information from the caller?

Options:

- A- Play Digit microapp
- B- Play Media microapp
- C- Get Digits microapp
- D- Get Speech microapp

Answer:

C

Explanation:

The Get Speech microapp is used to gather information from the caller in Cisco Virtual Voice Browser (VVB). The Get Speech microapp allows customers to interact with the VVB system using natural language speech inputs, such as providing an account number, name, or

address. This microapp uses Automatic Speech Recognition (ASR) technology to transcribe the caller's speech and provide the transcribed information to the next step in the call flow for further processing or routing.

It is worth noting that Get Digits microapp is used to gather DTMF digits from the caller.

Question 2

Question Type: MultipleChoice

What is the goal of identifying a call type?

Options:

- A-** to ensure the correct Skill Target is selected
- B-** to ensure the call goes to the correct MRD
- C-** to ensure the contact is handled by the correct CCE Routing Script
- D-** to ensure the call reaches the agent in the correct queue

Answer:

C

Explanation:

Skill targets are used to route calls to the appropriate Agent, and the call type is used to determine which skill target should be used for the call. By correctly identifying the call type, the CCE system can ensure that the call is routed to the correct skill target and that the call is handled by the right agent.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/12_5_1SU1/cucm_b_feature-configuration-guide-for-cisco1251SU1/cucm_b_feature-configuration-guide-for-cisco1251SU2_chapter_011110.html

1.Feature Configuration Guide for Cisco Unified Communications ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/12_5_1SU1/cucm_b_feature-configuration-guide-for-cisco1251SU1/cucm_b_

Question 3

Question Type: MultipleChoice

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

Options:

- 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.

Question 4

Question Type: MultipleChoice

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

Options:

- 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

Question 5

Question Type: MultipleChoice

How can the Extension Mobility feature be described?

Options:

- 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 6

Question Type: MultipleChoice

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

Options:

- A- Dialed Numbers
- B- Agents
- C- Routing Scripts
- D- Administrative Scripts
- E- Deleted Objects

Answer:

B, C

Question 7

Question Type: MultipleChoice

What are the two main features of the Cisco VVB? (Choose two.)

Options:

- 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:

A, E

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 8

Question Type: MultipleChoice

Which two steps are required to configure RONA for CCE? (Choose two.)

Options:

- A- Survivability
- B- Auto-answer
- C- CCE Web Admin
- D- Scripting logic
- E- Skill target configuration

Answer:

D, E

Question 9

Question Type: MultipleChoice

Which tool can be used to verify the configuration of Basic Call settings?

Options:

- A- Deleted Objects tool
- B- ICM Script Editor
- C- Router Log Viewer
- D- Call Tracer

Answer:

D

Explanation:

the Call Tracer tool can be used to verify the configuration of Basic Call settings. This tool allows administrators to trace the progress of a call from the time it is placed until it is routed to the correct destination.

The tool used to verify the configuration of Basic Call settings in Cisco's contact center solutions is: D. Call Tracer: Call Tracer allows administrators to trace the call flow and verify how calls are handled based on the current configuration. It's an essential tool for diagnosing and troubleshooting call processing issues and ensuring that call settings are correctly configured. Reference: Cisco's documentation on tools and utilities for contact center solutions often includes information on Call Tracer and its use in verifying call configurations and troubleshooting call flow issues.

Question 10

Question Type: MultipleChoice

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

Options:

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

Answer:

D, E

Explanation:

The Web Administration tool in Cisco Contact Center Enterprise environments provides access to various servers for configuration and management tasks. The two servers that can be accessed include: D. CVP (Cisco Voice Portal): This tool allows for the configuration and management of CVP servers, which are crucial for IVR and call treatment functionalities in the contact center. E. Finesse: The tool also provides access to Finesse servers, enabling the configuration of agent desktops, workflows, and other user interface elements.

Reference: Cisco's documentation on Web Administration tools and server management provides insights into the servers accessible through this tool and the types of configurations and management tasks that can be performed.

Question 11

Question Type: MultipleChoice

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Question 12

Question Type: MultipleChoice

Which communication protocol is being used between PG/Router and Live Data to generate report information?

Options:

A- TCP

B- HTTP

C- TIP

D- UDP

Answer:

C

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