



Free Questions for 500-442 by certscare

Shared by Mack on 12-12-2023

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Question 1

Question Type: MultipleChoice

How does CUCM function in CCE?

Options:

- A-** Unified CM asks ICM what to do with Unified CCE calls and routes the call according to the instructions provided by the Unified CCE.
- 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 CVP.
- 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 2

Question Type: MultipleChoice

Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

Options:

- A- cost
- B- productivity
- C- customer expectations
- D- customer satisfaction
- E- call abandon rate
- F- average queue time

Answer:

C, E

Question 3

Question Type: MultipleChoice

What does Precision Routing use to determine if an agent is part of its pool?

Options:

A- Skills

B- Attributes

C- Expressions

D- Teams

Answer:

D

Question 4

Question Type: MultipleChoice

Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

Options:

A- VRU PG

B- Unified Communications Manager

C- Media Server

D- Voice Browser

E- Finesse Server

Answer:

B, D

Question 5

Question Type: MultipleChoice

What are two possible Outbound Dialing Modes? (Choose two.)

Options:

A- Direct Predictive Mode

B- Preview Mode

C- Progression Mode

D- Accept Mode

E- Predictive Mode

Answer:

A, B

Question 6

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:

B, D

Question 7

Question Type: MultipleChoice

Which two role types have access to CUIC reporting objects maintained through a system of Roles and Permissions? (Choose two.)

Options:

A- Report Designer

B- Dashboard Administrator

C- Security Administrator

D- Report Definition Designer

E- Security Configuration Designer

Answer:

C, D

Question 8

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 9

Question Type: MultipleChoice

What is the suggested mechanism to offer coaching to agents by supervisors?

Options:

- A- TeamMessage
- B- Desktop chat
- C- Email
- D- Whisper coaching

Answer:

B

Question 10

Question Type: MultipleChoice

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

Options:

- 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:

C, E

Question 11

Question Type: MultipleChoice

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

Options:

- A- ICM sends an Agent Label, which prompts a command to CVP.
- 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:

C

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