Question 1

Question Type: MultipleChoice

Which two components must be configured for CCE to begin routing the contact and start processing the call? (Choose two.)

Options:

A- ICM script

B- Skill Targets

C- Network VRU

D- Call type

E- Media routing domain

Answer:

A, D

Question 2

Question Type: MultipleChoice

What value is used for Variable REQUERY_NO ANSWER?

Options:

A- 1

B- 2

C- 3

D- 4

Answer:

D

Question 3

Question Type: **MultipleChoice**

In Finesse, how are different gadgets enabled for specific team members?

Options:

A- Ask an administrator to configure the team with a custom layout.

B- Only the same type and configuration of gadgets are supported for all users.

C- Ask the agent to add the gadget to his desktop after launching Finesse.

D- Ask the supervisor to add the gadget to the agents desktop.

Answer:

C

Question 4

Question Type: MultipleChoice

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?

Options:

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 5

Question Type: MultipleChoice

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)?

Options:

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 6

Question Type: **MultipleChoice**

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

Options:

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