Free Questions for 500-442 by dumpshq

Shared by Pickett on 15-09-2022

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

What are two channels or features supported by ECE? (Choose two.)

Options:

A- TSMS

B- Chat

C- Courtesy Callback

D- Callback

E- Email

Answer:

C, E

Question 2

Question Type: MultipleChoice

What are two parts of a Single Sign-on message flow? {Choose two.)

Options:

A- IdS detects the user has an invalid access token

B- IdS detects the user has a valid access token

C- IdS provides a login page for authenticating the user

D- IdP provides a login page for authenticating the user

E- Browser issues PUT of the Finesse desktop with an access token

Answer:

C, D

Question 3

Question Type: **MultipleChoice**

Which .bat file displays the status of the VXML server and the applications running?

Options:

A- ResumeApp.bat

B- Stalus.bat

C- Update.bat

D- Deploy.bat

Answer:

B

Question 4

Question Type: **MultipleChoice**

Which two actions are Supervisors able to perform that Agents are unable to perform? (Choose two.)

Options:

A- view Team gadget in Finesse

B- answer Calls from Skill groups and PQs

C- CUC login

D- log in to CCE admin

E- CUCMAPI

Answer:

A, B

Question 5

Question Type: MultipleChoice

Which two types of scripts can be created with the Script Editor? (Choose two.)

Options:

A- Call Flow and Call Control Scripts

B- Call Studio Scripts

C- Routing Scripts

D- Tenant Scripts

E- Administrative Scripts

Answer:

B, E

Question 6

Question Type: MultipleChoice

How many Workflows are supported by Finesse?

Options:

A- up to 20 Workflows with 5 per Team

B- up to 100 Workflows with 5 per Team

C- up to 100 Workflows with 20 per Team

D- up to 200 Workflows with 20 per Team

Answer:

A

Question 7

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

To Get Premium Files for 500-442 Visit

https://www.p2pexams.com/products/500-442

For More Free Questions Visit

https://www.p2pexams.com/cisco/pdf/500-442