



Free Questions for 500-442 by ebraindumps

Shared by Barron on 15-04-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

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:

C, E

Question 2

Question Type: MultipleChoice

Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Choose two.)

Options:

- A- the file format is mp3
- B- G711 mu-law or a-law
- C- G729
- D- the max file size is 40 MB
- E- the file format is wav

Answer:

A, D

Question 3

Question Type: MultipleChoice

Which two steps are required to configure a Supervisor? (Choose two.)

Options:

- A- assign the Supervisor to only one Team
- B- assign the Supervisor to a Skill Group and Precision Queue
- C- make sure the Supervisor has an Active Directory Account
- D- ensure that 'Is Supervisor' is checked
- E- assign the Supervisor to a Precision Queue

Answer:

A, D

Question 4

Question Type: MultipleChoice

What are two purposes of Cisco Unified Intelligence Center? (Choose two.)

Options:

- A- allows agents to re-skill to a different skill group or team
- B- automates Text to Voice Bot Configurations
- C- allows different groups of users to configure APIs based on their roles
- D- obtains data from the base solution's database, known as Data Sources
- E- customizes the visual presentation of the reports

Answer:

C, D

Question 5

Question Type: MultipleChoice

How many teams can an Agent be a part of?

Options:

A- 1

B- 2

C- 3

D- unlimited

Answer:

A

Question 6

Question Type: MultipleChoice

Which two components must a script be associated with to run? (Choose two.)

Options:

A- CED

B- Media Routing Domain

C- Skill Target

D- Call Type

E- Dialed Number

Answer:

B, E

Question 7

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:

A

Question 8

Question Type: MultipleChoice

How are additional ICM Tools added?

Options:

- A- Script Editor is available in the PG and ICM Router server.
- B- PG Server node will add the additional tools provided in the Administration Tools folder.
- C- Admin Server node will add the additional tools provided in the Administration Tools folder.
- D- The Logger Server node will add the additional tools provided in the Administration Tools folder.

Answer:

A

Question 9

Question Type: MultipleChoice

What is the function of the CVP Subdialog Return element in a VXML application?

Options:

- A- populate variables sent back to CCE
- B- populate variables sent back to Virtualized Voice Browser
- C- populate variables sent back to VXML Gateway
- D- populate variables sent back to VXML Server

Answer:

A

Question 10

Question Type: MultipleChoice

What are two default CCB VXML applications that could be modified? (Choose two.)

Options:

- A- CallbackEntry
- B- cvp_ccb-vxml.tcl
- C- Callback Engine
- D- BillingQueue
- E- CallbackQueue

Answer:

A, B

Question 11

Question Type: MultipleChoice

Where should the RONA setting be positioned the highest?

Options:

- A- on CVP OPS console
- B- on the phone in CUCM
- C- on the desk setting on UCCE
- D- on the script in UCCE

Answer:

A

Question 12

Question Type: MultipleChoice

Which two functionalities should a Contact Center typically be provided? (Choose two.)

Options:

- A- Skill-Based Routing
- B- Surveys
- C- IVR and Queuing

D- TCP/IP

E- Routing Protocols

Answer:

A, C

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>

