



Free Cisco 500-442 CCEA Practice Questions

Shared by Hebert on 13-08-2026

For More Free Questions and Preparation Resources

Check the Links on Last Page



Question 1

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 2

Question Type: MultipleChoice

What are two types of reports Cisco Unified Intelligence Center will provide? (Choose two.)

Options:

- A- TCP/IP disconnect reports
- B- Real-time Report
- C- Historical Report
- D- Administration Audit Report
- E- Call Routing Reports

Answer:

B, C

Question 3

Question Type: MultipleChoice

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

Options:

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

Answer:

D, E

P2P
exams

Question 4

Question Type: MultipleChoice

Which variable remains available to all scripts in the system until reset?

Options:

- A- Caller Entered digits
- B- Call variable
- C- User variable
- D- Peripheral variable

Answer:

B

P2P
exams

Question 5

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:

B, E

Question 6

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

Question 7

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:

C

Question 8

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:

C, E

Question 9

Question Type: MultipleChoice

Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Select 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:

B, C

Question 10

Question Type: MultipleChoice

Which user role must be assigned to the ToExtVXML variable in the ICM script?

Options:

- A- Internet ScriptEditor Role
- B- ICM Script Amin Role
- C- Config Manager Role
- D- Agent Admin Role

P2P
exams

Answer:

B

Question 11

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.

P2P
exams

Answer:

C

Question 12

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

P2P
exams

P2P
exams

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>

20%
DISCOUNT

P2P
exams