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Cisco 500-442

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QUESTION NO: 1

What are two tools an Agent Desktop Admin Role can access? (Choose two.)

- A. Script Editor
- B. Call Trace
- C. Reason Code
- D. Workflow
- E. Config Manager Tools

ANSWER: A E

Explanation:

the Agent Desktop Admin Role can access the Script Editor tool and the Config Manager Tools. The Script Editor tool allows agents to customize their scripts, while the Config Manager Tools allow administrators to manage their configuration settings across multiple devices.

QUESTION NO: 2

How many clusters of Finesse will a single PG support?

- A. one
- B. two
- C. three
- D. four

ANSWER: A

Explanation:

when configuring a Packaged CCE deployment, each PG can support up to four clusters of Finesse. This means that a single PG can support four Finesse clusters, while multiple PGs can support up to 16 Finesse clusters.

QUESTION NO: 3

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)?

- 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

Explanation:

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). The option in SPOG that will be utilized to transfer these .zip files to VXML Server(s) is Device Configuration under Infrastructure Settings card.

QUESTION NO: 4

Which two components are needed to setup RONA? (Choose two.)

- A. Agent Permission levels
- B. Call Routing Logic
- C. System timers
- D. Skill Target Configuration
- E. Attribute settings

ANSWER: B D

Explanation:

to setup RONA two components are needed: Call Routing Logic and Skill Target Configuration.

QUESTION NO: 5

Which two servers can be accessed from the Web Administration tool? (Choose two.)

- A. Rogger
- B. PG
- C. DCCMP
- D. CVP
- E. Finesse

ANSWER: D E

Explanation:

the two servers that can be accessed from the Web Administration tool are CVP and Finesse. CVP stands for Customer Voice Portal and is a platform for developing advanced voice applications, and Finesse is a browser-based client for Contact Center agents.

QUESTION NO: 6

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

- 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: B

Explanation:

Precision Queue allows callers to reach an Agent that is different from Skill Groups by assigning a weight to each attribute that is used to determine the best agent to handle the call. The weight of the attribute determines the priority of the attribute, and the higher the weight the higher the priority.

QUESTION NO: 7

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

- 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: B D

Explanation:

the Single Sign-on message flow consists of two parts: first, the Identity Service (IdS) detects whether the user has a valid access token, and if not, the Identity Provider (IdP) provides a login page for authenticating the user. Once the user is authenticated, the browser issues a PUT of the Finesse desktop with an access token.

QUESTION NO: 8

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

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

ANSWER: D

Explanation:

the suggested mechanism to offer coaching to agents by supervisors is Whisper coaching. This is a feature of the Cisco Unified Contact Center Express system that allows a supervisor to provide real-time guidance and coaching to an agent while they are on a call.

QUESTION NO: 9

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

- A. Call Flow and Call Control Scripts
- B. Call Studio Scripts
- C. Routing Scripts
- D. Tenant Scripts
- E. Administrative Scripts

ANSWER: A B

Explanation:

the Script Editor can be used to create Call Flow and Call Control Scripts, which are used to customize the call flow, as well as Call Studio Scripts, which are used to customize the call routing logic.

QUESTION NO: 10

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?

- 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

Explanation:

in a contact center, agents must select the Reason Code when they go to the "Not Ready" state. The configuration by an administrator in Agent Desk Settings that allows this action is to Enable "Require Idle Reason"