



# 500-442<sup>Q&As</sup>

Administering Cisco Contact Center Enterprise (CCEA)

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### QUESTION 1

What are the two main features of the Cisco VVB? (Choose two.)

- A. allows customers to retrieve the required information through voice commands without interacting with an agent
- B. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- C. allows an agent to retrieve the required information through voice commands without interacting with a customer
- D. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- E. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time

Correct Answer: AE

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### QUESTION 2

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

- A. ResumeApp.bat
- B. Status.bat
- C. Update.bat
- D. Deploy.bat

Correct Answer: B

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### QUESTION 3

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

- A. CallbackEntry
- B. cvp\_ccb-vxml.tcl
- C. Callback Engine
- D. BillingQueue
- E. CallbackQueue

Correct Answer: AE

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#### QUESTION 4

When is the IVR leg established in a CCE Call Flow?

- A. when CVP establishes an HTTP link with the VXML Server
- B. when CVP establishes an HTTP link with the Media Server
- C. when CVP establishes an HTTP link with the VVB(or IOS VXML Gateway)
- D. when the Ingress Gateway delivers a SIP invite message to the CVP server

Correct Answer: C

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#### QUESTION 5

Which two role types have access to CUIC reporting objects maintained through a system of Roles and Permissions?  
(Choose two.)

- A. Report Designer
- B. Dashboard Administrator
- C. Security Administrator
- D. Report Definition Designer
- E. Security Configuration Designer

Correct Answer: AC

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