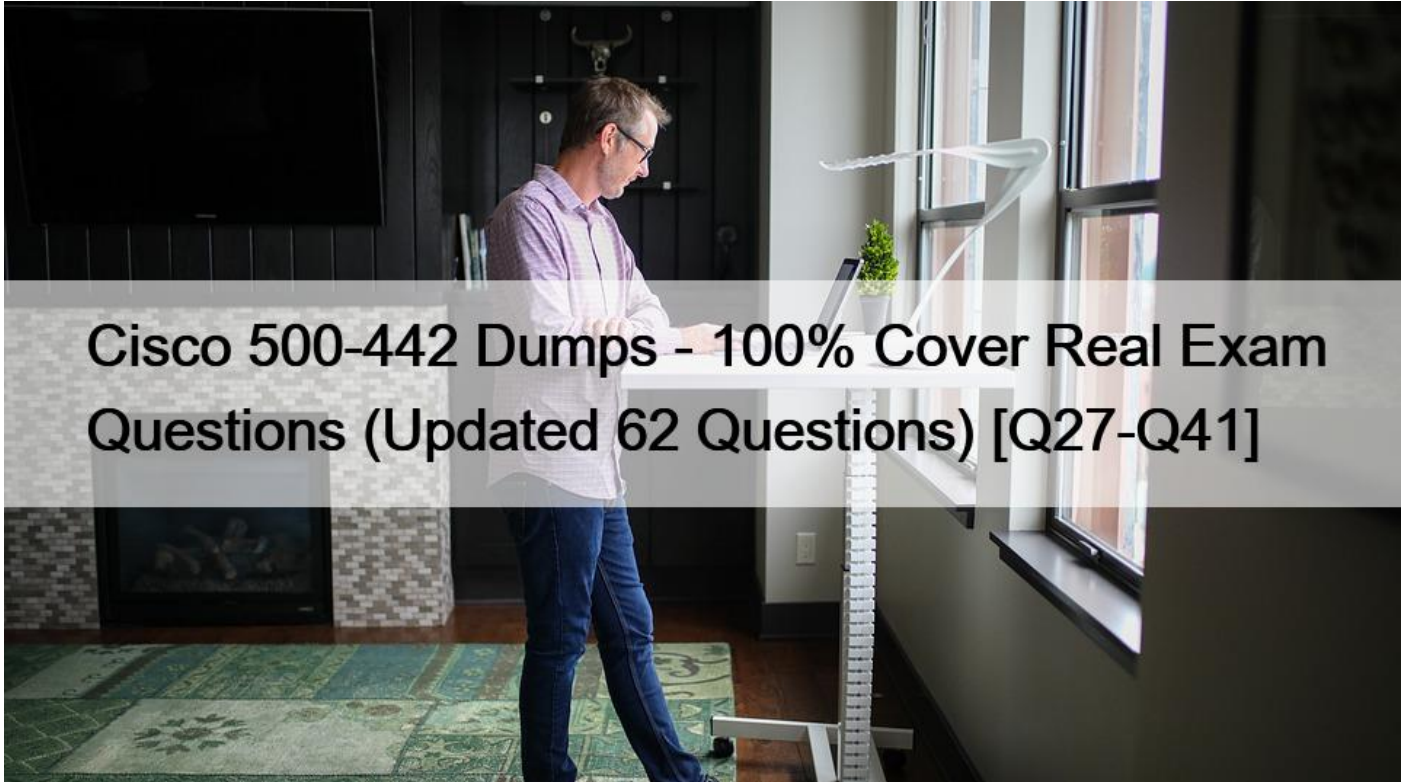


Cisco 500-442 Dumps - 100% Cover Real Exam Questions (Updated 62 Questions) [Q27-Q41]



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The Cisco 500-442 exam is an essential certification for IT professionals who want to advance their careers in contact center management. This certification validates the candidate's skills in managing and troubleshooting Cisco Contact Center Enterprise systems and enhances their ability to handle the day-to-day operations of the contact center effectively. Candidates can prepare for the exam by gaining experience in managing these systems and by taking advantage of Cisco's official training courses and study materials.

NO.27 Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

- * CCE Admin page
- * Domain Manager
- * Active Directory
- * Configuration Manager

NO.28 Which two steps are required to configure a Supervisor? (Choose two.)

- * assign the Supervisor to only one Team
- * assign the Supervisor to a Skill Group and Precision Queue

- * make sure the Supervisor has an Active Directory Account
- * ensure that `Is Supervisor` is checked
- * assign the Supervisor to a Precision Queue

NO.29 Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

- * VRU PG
- * Unified Communications Manager
- * Media Server
- * Voice Browser
- * Finesse Server

NO.30 Which variable remains available to all scripts in the system until reset?

- * Caller Entered digits
- * Call variable
- * User variable
- * Peripheral variable

NO.31 Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

- * cost
- * productivity
- * customer expectations
- * customer satisfaction
- * call abandon rate
- * average queue time

NO.32 What are two possible Outbound Dialing Modes? (Choose two.)

- * Direct Predictive Mode
- * Preview Mode
- * Progression Mode
- * Accept Mode
- * Predictive Mode

NO.33 What are two parts of a Single Sign-on message flow? (Choose two.)

- * IdS detects the user has an invalid access token
- * IdS detects the user has a valid access token
- * IdS provides a login page for authenticating the user
- * IdP provides a login page for authenticating the user
- * Browser issues PUT of the Finesse desktop with an access token

NO.34 Which communication protocol is being used between PG/Router and Live Data to generate report information?

- * TCP
- * HTTP
- * TIP
- * UDP

NO.35 Which .bat file displays the status of the VXML server and the applications running?

- * ResumeApp.bat
- * Status.bat
- * Update.bat

* Deploy.bat

NO.36 Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Choose two.)

- * the file format is mp3
- * G711 mu-law or a-law
- * G729
- * the max file size is 40 MB
- * the file format is wav

NO.37 Which two servers can be accessed from the Web Administration tool? (Choose two.)

- * Rogger
- * PG
- * DCCMP
- * CVP
- * Finesse

NO.38 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?

- * Wrap-up on Incoming, set to Required
- * Enable “Require Logout Reason”
- * Enable “Require Idle Reason”
- * Wrap-up on Outgoing, set to Required

NO.39 Which two actions are Supervisors able to perform that Agents are unable to perform? (Choose two.)

- * view Team gadget in Finesse
- * answer Calls from Skill groups and PQs
- * CUC login
- * log in to CCE admin
- * CUCMAPI

NO.40 What value is used for Variable REQUERY_NO ANSWER?

- * 1
- * 2
- * 3
- * 4

NO.41 Which server holds the .wav files on a UCCE environment?

- * VXMLGW
- * CVP reporting server
- * ICM Router
- * Media Server

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