Testpassport問題集

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Http://www.testpassport.jp

Exam : 500-442

Title : Administering Cisco Contact Center Enterprise (CCEA)

Version : DEMO

1.How many Workflows are supported by Finesse?
A. up to 20 Workflows with 5 per Team
B. up to 100 Workflows with 5 per Team
C. up to 100 Workflows with 20 per Team
D. up to 200 Workflows with 20 per Team
Answer: C

2.What is the maximum number of attributes that can be assigned to an Agent?
A. 40
B. 50
C. 200
D. 500
Answer: B

3.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 C

4.What are the two primary roles of the PSTN and voice gateway in the Unified CCE solution? (Choose two.)
A. The voice gateway may modify the digits presented to downstream devices.
B. The voice gateway provides IVR functionality in a Contact Center deployment.
C. The PSTN is responsible for delivering the inbound call to a voice gateway.
D. The PTSN is responsible for routing the call to the agent.
E. The voice gateway is responsible for routing the call to the agent.
Answer: A, C

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
Answer: A, D