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QUESTION 1

Which two functionalities should a Contact Center typically be provided? (Choose two.)

A. Skill-Based Routing

B. Surveys

C. IVR and Queuing

D. TCP/IP

E. Routing Protocols

Correct Answer: AC

QUESTION 2

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 theVVB(or IOS VXML Gateway)

D. when the Ingress Gateway delivers a SIP invite message to the CVP server

Correct Answer: C

QUESTION 3

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

A. Dialed Numbers

B. Agents

C. Routing Scripts

D. Administrative Scripts

E. Deleted Objects

Correct Answer: BC

QUESTION 4

What value is used for Variable REQUERY_NO ANSWER?

A. 1

B. 2

C. 3

D. 4

Correct Answer: C

QUESTION 5

Which two components must a script be associated with to run? (Choose two.)

A. CED

B. Media Routing Domain

C. Skill Target

D. Call Type

E. Dialed Number

Correct Answer: BD

QUESTION 6

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

Correct Answer: DE

QUESTION 7

Which script mode is in use if the script\\'s appearance has changed to a bright white background with black dots?

A. Monitor

B. Edit

C. Browse

D. Quick Edit

Correct Answer: D

QUESTION 8

How many teams can an Agent be a part of?

A. 1

B. 2

C. 3

D. unlimited

Correct Answer: A

QUESTION 9

Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

A. cost

B. productivity

C. customer expectations

D. customer satisfaction

E. call abandon rate

F. average queue time

Correct Answer: AE

QUESTION 10

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

A. Rogger

B. PG

C. DCCMP

D. CVP

E. Finesse

Correct Answer: DE

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