



Administering Cisco Contact Center Enterprise (500-442)

Exam Description: Administering Cisco Contact Center Enterprise (CCEA 500-442) is a 90-minute exam associated with the Unified Contact Center Enterprise Specialization requirements for Systems Engineers. This exam tests a candidate's knowledge of basic calls and agent settings, CCE configuration and implementation, advanced configuration, advanced features, and reporting. The courses Understanding Cisco Contact Center Enterprise Foundations, and Administering Cisco Contact Center Enterprise help candidates to prepare for this exam.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. To better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

20% 1.0

Overview

- 1.1 Understand Contact Center basics
- 1.2 Describe CCE components and architecture
- 1.3 Explain call flow
- 1.4 Describe access tools

20% 2.0

Basic Calls and Agent settings

- 2.1 Deploy basic call settings
- 2.2 Build basic ICM scripts
- 2.3 Configure basic agent functionality
- 2.4 Configure basic call treatment

20% 3.0

Configuration and Implementation

- 3.1 Implement precision routing
- 3.2 Configure agent teams and supervisors
- 3.3 Utilize Finesse administration tool

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Advanced Configuration

- 4.1 Implement VXML applications
- 4.2 Configure roles and departments
- 4.3 Configure RONA support

10% 5.0

Advanced Features

- 5.1 Understand CCE features beyond default

10% 6.0

Reporting

- 6.1 Utilize CUIC