



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 <ul style="list-style-type: none">1.1 Understand Contact Center basics1.2 Describe CCE components and architecture1.3 Explain call flow1.4 Describe access tools
20%	2.0	Basic Calls and Agent settings <ul style="list-style-type: none">2.1 Deploy basic call settings2.2 Build basic ICM scripts2.3 Configure basic agent functionality2.4 Configure basic call treatment
20%	3.0	Configuration and Implementation <ul style="list-style-type: none">3.1 Implement precision routing3.2 Configure agent teams and supervisors3.3 Utilize Finesse administration tool
20%	4.0	Advanced Configuration <ul style="list-style-type: none">4.1 Implement VXML applications4.2 Configure roles and departments4.3 Configure RONA support
10%	5.0	Advanced Features <ul style="list-style-type: none">5.1 Understand CCE features beyond default
10%	6.0	Reporting <ul style="list-style-type: none">6.1 Utilize CUIC