



Cisco

Exam Questions 500-052

Deploying Cisco Unified Contact Center Express

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NEW QUESTION 1

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Answer: B

NEW QUESTION 2

The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.)

- A. Plot and view performance data.
- B. Monitor the replication status of historical data store.
- C. Monitor the Cisco Unified CCX CTI port status and take corrective action.
- D. Download log files from Cisco Unified CCX nodes.
- E. Check the number of active calls in the Cisco Unified CCX system.
- F. Monitor the WAN link status.

Answer: ACD

NEW QUESTION 3

Which deployment option is invalid for Cisco Unified Contact Center Express?

- A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster
- B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified CommunicationsManager clusters
- C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified CommunicationsManager Express router
- D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Cisco Unified Communications Manager cluster

Answer: B

NEW QUESTION 4

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

Answer: D

NEW QUESTION 5

Which three options cannot be validated using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

- A. number of silent-monitoring and remote-monitoring sessions
- B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment
- C. number of historical reporting sessions
- D. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX
- E. number of ASR and TTS ports
- F. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Answer: BDF

NEW QUESTION 6

In Cisco Unified CCX Administration, what is created on the Communications Manager when you add a Cisco Unified Communications Manager Telephony group?

- A. CTI Ports
- B. CTI Route Point
- C. Cisco Unified CCX Call Control Group
- D. Cisco Unified Communications Manager Call Control Group

Answer: A

NEW QUESTION 7

Which three components are installed from the Cisco CRS Installer media? (Choose three.)

- A. iPlanet Web Server
- B. Cisco CRS Engine
- C. Cisco Recording
- D. Cisco IP Telephony Windows 2000 Server OS
- E. Cisco Unified CallManager
- F. MS SQL Server

Answer: BCF

NEW QUESTION 8

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Answer: A

NEW QUESTION 9

Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?

- A. DNS server
- B. NTP server
- C. SMTP server
- D. CUCM server

Answer: C

NEW QUESTION 10

What are the peripheral variables in the Set Enterprise Call Info step related to?

- A. call variables
- B. custom variables
- C. script parameters that are passed from the application configuration
- D. ECC variables

Answer: A

NEW QUESTION 10

Which facility is provided to debug a Cisco Unified CCX script live with a real voice call?

- A. Cisco Unified Contact Center Express Editor
- B. Reactive Debugging
- C. Accept Step
- D. Proactive Debugging

Answer: B

NEW QUESTION 13

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

- A. one language for both the CAD and the CSD
- B. one language for the CAD and a different language for the CSD
- C. two languages for the CAD and one language for the CSD
- D. two languages for both the CAD and the CSD

Answer: A

NEW QUESTION 14

In the Expression Editor panel of Cisco Unified CCX Script Editor, what are three reasons to use the Java tab? (Choose three.)

- A. to invoke a specified method of a custom Java class
- B. to reference a variable of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer
- E. to get a reference to the Contact and Session states
- F. to allow for arguments to be passed to a specified method

Answer: ABF

NEW QUESTION 18

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

- A. Phone1 is the only mandatory field.
- B. Up to three custom fields can be added.
- C. List filtering for "Do Not Call" is unsupported.
- D. When records have matching phone numbers, only one record is created.
- E. Imports can be automatically executed on a weekly basis.

Answer: ACD

NEW QUESTION 20

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center

Answer: B

NEW QUESTION 25

A customer purchases 200 Cisco Unified CCX Premium agent seats.

Which two additional items must the customer purchase to be able to run a 30-port outbound IVR campaign? (Choose two.)

- A. 30 outbound IVR ports
- B. 15 agent seats
- C. gateway
- D. router

Answer: AC

NEW QUESTION 28

In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social- Miner can be deployed in which location?

- A. Internet
- B. demilitarized zone
- C. corporate network
- D. wherever the Cisco Unified UCCX server is deployed

Answer: B

NEW QUESTION 30

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

- A. Delete a resource group.
- B. Remove a skill from a CSQ.
- C. Enable automatic work on a CSQ.
- D. Modify the skill competence level of an agent.
- E. Create a resource.
- F. Delete a skill

Answer: BCD

NEW QUESTION 34

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. No Data

Answer: C

NEW QUESTION 37

Which two resource selection criteria are available for a chat Contact Service Queue? (Choose two.)

- A. Longest available
- B. Least skilled
- C. Most handled contacts
- D. Most skilled

Answer: AD

NEW QUESTION 40

Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)

- A. Assign a contact list to a CSQ.
- B. Assign a contact list to a workflow group.
- C. Assign an SME to a contact list.
- D. Assign a contact list to a skill.
- E. Assign an SME to a CSQ.

Answer: BC

NEW QUESTION 44

What information from the first node is used as the secret key during second node installation?

- A. administrator password
- B. application user password
- C. security password
- D. IP address

Answer: C

NEW QUESTION 48

Why are CSQs associated to the team definition?

- A. It allows agents to be a part of the CSQ.
- B. It allows the associated supervisors to make modifications to the CSQ.
- C. It designates which CSQ information to display on the supervisor desktop.
- D. It is informational and is used for historical reporting only.

Answer: A

NEW QUESTION 50

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Answer: BC

NEW QUESTION 54

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash? (Choose three.)

- A. Check the Cisco Unified CCX Serviceability Control Center.
- B. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
- C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D. Check to see if the customer has installed any third-party applications.
- E. Talk to the customer about the deployment and usage pattern.

Answer: BCE

NEW QUESTION 59

Which of the following is not an input that is required when you install Cisco Unified CCX?

- A. application username
- B. platform administrator username
- C. IP address
- D. default language
- E. time zone

Answer: D

NEW QUESTION 60

Which three operations can be performed within the Cisco Finesse IP Phone Age (IPPA)? (Choose three.)

- A. A supervisor can use Finesse IPPA to act as an agent and accept calls.
- B. An agent can sign in to Finesse IPPA and initiate call recording.
- C. A supervisor can sign in to Finesse IPPA and initiate call recording.
- D. An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons.
- E. Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license.

Answer: CDE

NEW QUESTION 61

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- A. The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.
- B. The layout is associated to the team under Team Resources.
- C. The layout is associated to the CSQ definition.
- D. The layout is associated to the desktop layout under Team Resources.

Answer: A

NEW QUESTION 63

What is the minimum package that is required to develop a custom Cisco Unified Intelligence Center report for a Cisco Unified CCX deployment?

- A. Cisco Unified CCX Premium
- B. Cisco Unified CCX Enhanced
- C. Cisco Unified Intelligence Center Premium
- D. Cisco Unified Intelligence Center Standard

Answer: C

NEW QUESTION 65

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

- A. 50
- B. 150
- C. 300
- D. 400

Answer: C

NEW QUESTION 67

Which Cisco Unified Contact Center Express platform set supports the use of an embedded Internet browser within the Cisco Agent Desktop?

- A. Premium only
- B. Enhanced and Premium only
- C. Standard, Enhanced, and Premium
- D. Cisco Unified Contact Center Express does not support an embedded Internet browser

Answer: A

NEW QUESTION 72

A preview outbound dialer uses which source and destination resources?

- A. a CTI port to the customer
- B. the ACD line of the agent to the customer
- C. the personal line of the agent to the customer
- D. a CTI port to the agent, then redirected to the customer

Answer: B

NEW QUESTION 77

Which two Cisco Unified CCX steps invoke another Cisco Unified CCX application script? (Choose two.)

- A. CallSubflow step
- B. On Exception Goto step
- C. Trigger Application step
- D. Connect step

Answer: AC

NEW QUESTION 80

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

- A. chat with an SME
- B. send an email to an SME
- C. send enterprise data to an SME
- D. transfer a call to an SME
- E. start a Cisco WebEx session with an SME

Answer: ACD

NEW QUESTION 83

Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.)

- A. Create URL Document
- B. Write Document
- C. Cache Document
- D. Send Http Response

Answer: CD

NEW QUESTION 88

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC

E. Cisco Unified CCX version

Answer: ABC

NEW QUESTION 91

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