

Cisco

Exam Questions 500-052

Deploying Cisco Unified Contact Center Express



NEW QUESTION 1

If you use skills-based routing, where is the agent selection criteria defined?

- A. in the Contact Service Queue definition
- B. in the Resource definition
- C. in the Skill definition
- D. in the Skill Group definition

Answer: A

NEW QUESTION 2

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 3

Which statement is true about the ability to look up customers in Cisco Context Service?

- A. Exactly one customer object is returned, based on the search parameters that are provided
- B. If more than one customer object is found, a failure is returned, based on the search parameters that are provided.
- C. An array of customer objects is returned, based on the search parameters that are provided.
- D. Cisco Context Service does not provide the ability to look up customers.

Answer: C

NEW QUESTION 4

A Cisco Unified CCX deployment is licensed for 120 agent seats, out of which 70 agents log in as chat agents via an independent browser. How many agents will be able to service voice calls via Cisco Agent Desktop in this scenario?

- A. 50
- B. 70
- C. 120
- D. 190

Answer: C

NEW QUESTION 5

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 6

You are designing a Cisco Unified Contact Center Express system with four requirements:

- > 250 configured agents
- > 150 agents maximum logged in at any given time
- > 30 agents able to make outbound calls
- > 20 agents able to answer emails

How many premium seats should be purchased?

- A. 150 seats
- B. 180 seats
- C. 200 seats
- D. 250 seats

Answer: A

NEW QUESTION 7

A customer purchases 200 Cisco Unified Center Express Premium agent seats in order to run a 30-port outbound IVR campaign, which two addition items must the customer purchase?

- A. a router
- B. a gateway

- C. 30 outbound IVR ports
- D. 30 agent seats
- E. 15 agent seats

Answer: BC

NEW QUESTION 8

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

- A. Create Container Prompt
- B. Create Generated Prompt
- C. Create Language Prompt
- D. Create Conditional Prompt

Answer: B

NEW QUESTION 9

Which statement is true about Cisco Context Service?

- A. A POD can map to multiple fieldsets.
- B. A POD can map to a fieldset.
- C. The runtime connector is responsible for account and password management
- D. Every customer is mapped to a maximum of one POD.

Answer: B

NEW QUESTION 10

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

Answer: BCE

NEW QUESTION 10

You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three)

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

Answer: CDE

NEW QUESTION 15

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified CCX site?

- A. ASR or TTS servers
- B. wallboard server
- C. SMTP server
- D. enterprise database

Answer: A

NEW QUESTION 20

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. the system page on Cisco Unified Contact Center Express Administration
- B. Cisco Desktop Administration
- C. Control Center on Cisco Unified Contact Center Express Serviceability
- D. Cisco Unified Communications Operating System Administration

Answer: C

NEW QUESTION 25

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 30

Which three tasks are required to deploy a Cisco Unified CCX application? (Choose three.)

- A. create a trigger
- B. upload script to repository
- C. restart the Cisco Unified CCX Engine
- D. specify the maximum number of sessions
- E. configure default session timeout

Answer: ABD

NEW QUESTION 33

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 37

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.)

- A. collect trace files
- B. stop and start Cisco Unified CCX services
- C. view syslog messages
- D. perform backup and restore functions
- E. monitor the health of the Cisco Unified CCX system

Answer: ACE

NEW QUESTION 39

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 40

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: B

NEW QUESTION 43

Which tool is used to size Cisco Unified CCX?

- A. Analysis Manager
- B. Cisco Unified Communications Sizing Tool
- C. Expert Advisor
- D. Cisco Unified Real-Time Monitoring Tool

Answer: B

NEW QUESTION 45

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 47

Which option enables you to monitor previous agent seat license usage?

- A. traffic analysis historical report
- B. port and agent seat utilization historical report in Cisco Unified Intelligence Center
- C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool
- D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real-Time Monitoring Tool

Answer: B

NEW QUESTION 48

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 49

What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Answer: D

NEW QUESTION 51

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- B. in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- C. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- D. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Answer: B

NEW QUESTION 56

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in the Cisco Supervisor Desktop
- B. in CSQ configuration on Application Administration
- C. in workflow groups on Cisco Desktop Work Flow Administrator
- D. in resource configuration on Application Administration

Answer: C

NEW QUESTION 60

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 64

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 75
- B. 25
- C. 50
- D. 120

Answer: C

NEW QUESTION 67

Which two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer? (Choose two.)

- A. IVR System Prompts
- B. Cisco Supervisor Desktop
- C. Unified Communications Operating System
- D. Cisco Unified Communications Manager
- E. Workforce Management

Answer: AC

NEW QUESTION 70

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 71

Which step library is included in the license for Cisco Unified CCX Standard?

- A. ICM steps
- B. email steps
- C. document steps
- D. database steps

Answer: C

NEW QUESTION 72

Which step can be used to trap runtime script errors and recover gracefully?

- A. Set
- B. Call Subflow
- C. On Exception Goto
- D. Get Reporting Statistic

Answer: C

NEW QUESTION 74

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