

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

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 3

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 4

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 5

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 6

Which server cannot be configured during the installation phase when installing Cisco Unified Contact Center Express on Cisco Unified Computing System servers?

- A. Cisco Unified Communications Manager server
- B. DNS server
- C. NTP server
- D. SMTP server

Answer: D

NEW QUESTION 7

Which criterion can be used to control supervisor workflows?

- A. length of time an agent is in the NotReady state
- B. number of agents logged in
- C. number of calls abandoned
- D. duration of oldest call in queue

Answer: D

NEW QUESTION 8

How is the default eMail address in the eMail Subsystem Configuration page used?

- A. It receives all mail sent in the Send eMail step as a bcc.
- B. It is the From address for emails sent by agents using Agent E-mail.
- C. It is used if no email contact is specified in the Create eMail step.
- D. It becomes the From address in the Send eMail step if no address is specified.

Answer: D

NEW QUESTION 9

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 10

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

- A. graphical reports
- B. dockable windows
- C. access to chat logs
- D. URL push to agents
- E. send an email to an agent
- F. send a call in queue to a specific agent

Answer: ABD

NEW QUESTION 10

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 13

If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin?

- A. partial service
- B. out of service
- C. shutdown
- D. not configured

Answer: D

NEW QUESTION 16

Which phones must be associated to the RmCm application user account?

- A. all phones
- B. none, because that user account is not used for phone association
- C. only agent phones that are used with the Cisco Finesse agent desktop
- D. only Cisco Finesse IPPA phones

Answer: C

NEW QUESTION 21

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 25

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 29

Which tool allows partners to perform these actions?

- a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration)
- b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-toquality bid assurance process)

- A. Cisco Solution Expert Tool
- B. Cisco Unified CCX Sizing Tool
- C. Cisco Unified Expert Advisor Tool
- D. Cisco Unified Communications Sizing Tool

Answer: D

NEW QUESTION 33

Which action would you take to convert a high availability over LAN deployment to high availability over WAN?

- A. Apply a "Warm Standby" license.
- B. Apply a "WAN Standby" license.
- C. Do a fresh installation of the whole system as high availability over WAN.
- D. Reinstall second Cisco Unified CCX node and add it to cluster over WAN.

Answer: D

NEW QUESTION 34

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 39

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 43

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