



Cisco

Exam 500-052

Deploying Cisco Unified Contact Center Express

Version: 7.0

[Total Questions: 50]

Question No : 1

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

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

Answer: C

Question No : 2

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

Question No : 3

Which action enables a contact center supervisor to access and monitor live data reports for multiple teams?

- A. Take no action, because a supervisor cannot monitor more than one team.
- B. Assign the supervisor as primary superior for one of the teams and as secondary supervisor for other relevant teams.
- C. Assign the supervisor as primary supervisor for all the relevant teams.
- D. Add the supervisor as a member of all the relevant teams.

Answer: C

Question No : 4

In a Cisco Unified Contact Center Express application script, a number is read from an external database. The number must then be played out as part of a prompt.

Which Unified CCX Editor step creates a new prompt that can play out the number?

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

Answer: D

Question No : 5

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

Question No : 6

Which three fields are used to define 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: B,C,E

Question No : 7

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

Question No : 8

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

Answer: D

Question No : 9

An organization wants to collect an account number from a customer via IVR prompting. Then the customer wants to use a keystroke macro to insert the account number into the account number field in the agent CRM desktop application. The keystroke macro will also initiate the CRM desktop application and execute a database lookup from the CRM database server, in order to retrieve the customer record.

Which product provides these capabilities at the lowest cost?

- A. Cisco Unified IP IVR
- B. Cisco Unified CCX Standard
- C. Cisco Unified CCX Enterprise
- D. Cisco Unified CCX Premium
- E. Cisco Unified CCX Enhanced

Answer: E

Question No : 10

What is the maximum number of agents that Cisco Unified Contact Center Express supports when it is deployed with Cisco Unified Communications Manager?

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

Answer: A

Question No : 11

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

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

Answer: D

Question No : 12

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

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

Answer: B

Question No : 13

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

- A. Cache Document
- B. Trigger Application
- C. On Exception Goto
- D. Call Subflow
- E. Connect

Answer: B,D

Question No : 14

Which three tasks are required to deploy a Cisco Unified Contact Center Express 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: A,B,D

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