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**Vendor:** Cisco

**Exam Code:** 500-051

**Exam Name:** Unified Communications Contact Center  
Express Implementation

**Version:** DEMO

**QUESTION 1**

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

- A. 150
- B. 200
- C. 300
- D. 400

**Answer: C**

**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**

**QUESTION 3**

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

- A. 25
- B. 50
- C. 75
- D. 100

**Answer: B**

**QUESTION 4**

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**

**QUESTION 5**

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

**QUESTION 6**

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

**QUESTION 7**

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

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