

500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

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

Correct Answer: C

QUESTION 2

In Cisco Unified Contact Center Express, when a variable in the application editor is defined as a parameter, which statement is true?

- A. The variable can be used to pass data to and from subflows.
- B. The value for that variable can be supplied through the Application Management menu in Cisco Unified CCX Administration.
- C. The value for that variable is defined by the calling application.
- D. The variable can be used in conditional steps.
- E. The variable can be used to pass data to and from VoiceXML applications.

Correct Answer: B

QUESTION 3

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

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

Correct Answer: C

QUESTION 4

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

Correct Answer: AC

QUESTION 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

Correct Answer: C

QUESTION 6

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.

Correct Answer: D

QUESTION 7

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.

Correct Answer: C

QUESTION 8

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

Correct Answer: A

QUESTION 9

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

Correct Answer: ACD

QUESTION 10

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

Correct Answer: B

QUESTION 11

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

Correct Answer: A

QUESTION 12

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

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

Correct Answer: A

QUESTION 13

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

- A. iPlanet Web Server
- B. Cisco Unified CCX Engine
- C. Cisco Unified Operations Manager
- D. Cisco Unified Communications Manager
- E. Recording Component
- F. Informix DB

Correct Answer: BEF

QUESTION 14

Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

- A. Media
- B. Unified CM Telephony
- C. Database
- D. Configuration Data Store

Correct Answer: C

QUESTION 15

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

Correct Answer: B

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