



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

A preview outbound dialer uses which source and destination resources?

- A. a CTI port to the customer
- B. the ACD line of the agent to the customer
- C. the personal line of the agent to the customer
- D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

QUESTION 2

Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)

- A. Assign a contact list to a CSQ.
- B. Assign a contact list to a workflow group.
- C. Assign an SME to a contact list.
- D. Assign a contact list to a skill.
- E. Assign an SME to a CSQ.

Correct Answer: BC

QUESTION 3

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 4



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

Correct Answer: CDE

QUESTION 5

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 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
- E. random

Correct Answer: AD

QUESTION 7

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

Correct Answer: CD

QUESTION 8

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

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

Correct Answer: A

QUESTION 9

What is the maximum number of contacts that Cisco Finesse supports in a phone book?

- A. 2000
- B. 1500
- C. 500
- D. 300

Correct Answer: B

QUESTION 10

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

Correct Answer: A

QUESTION 11

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

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

Correct Answer: AC

QUESTION 12

Where are CTI route points added or configured for Cisco Unified Contact Center Express?

- A. Cisco Unified Contact Center Express Media Subsystem
- B. Cisco Unified CallManager Device Configuration
- C. Cisco Unified Contact Center Express Directory Management
- D. Cisco Supervisor Desktop
- E. Cisco CRS Administration, JTAPI Trigger Creation

Correct Answer: E

QUESTION 13

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write



D. DB Release

Correct Answer: BC

QUESTION 14

Why are CSQs associated to the team definition?

- A. It allows agents to be a part of the CSQ.
- B. It allows the associated supervisors to make modifications to the CSQ.
- C. It designates which CSQ information to display on the supervisor desktop.
- D. It is informational and is used for historical reporting only.

Correct Answer: A

QUESTION 15

Which step library is included in the license for Cisco Unified Contact Center Express Standard?

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

Correct Answer: C

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