

500-052 Dumps

Deploying Cisco Unified Contact Center Express

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NEW QUESTION 1

Which deployment option is invalid for Cisco Unified Contact Center Express?

- A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster
- B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified CommunicationsManager clusters
- C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified CommunicationsManager Express router
- D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Cisco Unified Communications Manager cluster

Answer: B

NEW QUESTION 2

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 3

Which type of information is available from the Cisco Unified Contact Center Express Control Center?

- A. database replication status
- B. system parameters configuration
- C. date and time of most recent failure
- D. Cisco Unified Communications Manager cluster status

Answer: C

NEW QUESTION 4

Which statement is true about the ability to look up customers in Cisco Context Service?

- A. Exactly one customer object is returned, based on the search parameters that are provided
- B. If more than one customer object is found, a failure is returned, based on the search parameters that are provided.
- C. An array of customer objects is returned, based on the search parameters that are provided.
- D. Cisco Context Service does not provide the ability to look up customers.

Answer: C

NEW QUESTION 5

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

- A. iPlanet Web Server
- B. Cisco CRS Engine
- C. Cisco Recording
- D. Cisco IP Telephony Windows 2000 Server OS
- E. Cisco Unified CallManager
- F. MS SQL Server

Answer: BCF

NEW QUESTION 6

Which information is readable to Cisco Collaboration Software in the cloud?

- A. PII
- B. plain text name value pair
- C. PII and plain text name value pair
- D. No information is readable to Cisco collaboration Software.

Answer: D

NEW QUESTION 7

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

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

Answer: B

NEW QUESTION 8

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

- A. Phone1 is the only mandatory field.
- B. Up to three custom fields can be added.
- C. List filtering for "Do Not Call" is unsupported.
- D. When records have matching phone numbers, only one record is created.
- E. Imports can be automatically executed on a weekly basis.

Answer: ACD

NEW QUESTION 9

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center

Answer: B

NEW QUESTION 10

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

NEW QUESTION 10

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

- A. IPC Resource Calculator
- B. CTI Port Calculator
- C. Cisco Unified Communications Sizing Tool
- D. Cisco Unified CCX Applications Administration

Answer: C

NEW QUESTION 13

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

NEW QUESTION 16

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 21

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

Answer: B

NEW QUESTION 22

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

Answer: E

NEW QUESTION 25

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

NEW QUESTION 27

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

NEW QUESTION 30

What information from the first node is used as the secret key during second node installation?

- A. administrator password
- B. application user password
- C. security password
- D. IP address

Answer: C

NEW QUESTION 33

What does it mean for a variable in the Application Editor to be defined as a parameter?

- A. The variable can be used to pass data to and from subflows.
- B. The value for that variable can be supplied via Application Configuration in Application 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.

Answer: B

NEW QUESTION 34

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 38

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: B

NEW QUESTION 39

Which tool is used to size Cisco Unified CCX?

- A. Analysis Manager
- B. Cisco Unified Communications Sizing Tool
- C. Expert Advisor
- D. Cisco Unified Real-Time Monitoring Tool

Answer: B

NEW QUESTION 44

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- A. The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.
- B. The layout is associated to the team under Team Resources.
- C. The layout is associated to the CSQ definition.
- D. The layout is associated to the desktop layout under Team Resources.

Answer: A

NEW QUESTION 48

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

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

Answer: C

NEW QUESTION 50

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 51

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

Answer: ACD

NEW QUESTION 55

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

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

Answer: B

NEW QUESTION 57

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

Answer: CD

NEW QUESTION 62

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