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Vendor:Cisco

Exam Code:500-052

Exam Name:Cisco Unified Contact Center Express

Version:Demo

QUESTION 1

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

Correct Answer: BCF

QUESTION 2

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

QUESTION 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.

Correct Answer: C

QUESTION 4

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Correct Answer: B

QUESTION 5

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 6

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

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

Correct Answer: D

QUESTION 7

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

Correct Answer: C

QUESTION 8

What is the purpose of relative filters?

- A. generate historical and real-time reports for the previous week
- B. generate historical time reports for the previous week
- C. filter spam emails from reaching the email queues
- D. report on previous port usage

Correct Answer: B

QUESTION 9

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 10

In the Expression Editor panel of Cisco Unified Contact Center Express Script Editor, what are three reasons to use the Java tab? (Choose three.)

- A. to invoke a specified method of a custom Java class
- B. to reference a variable of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer

E. to get a reference to the Contact and Session states

F. to allow for arguments to be passed to a specified method

Correct Answer: ABF

QUESTION 11

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

Correct Answer: C

QUESTION 12

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