

# Cisco

## Exam Questions 500-052

Deploying Cisco Unified Contact Center Express



#### NEW QUESTION 1

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 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**

#### NEW QUESTION 3

In Cisco Unified CCX Administration, what is created on the Communications Manager when you add a Cisco Unified Communications Manager Telephony group?

- A. CTI Ports
- B. CTI Route Point
- C. Cisco Unified CCX Call Control Group
- D. Cisco Unified Communications Manager Call Control Group

**Answer: A**

#### NEW QUESTION 4

A customer purchases 200 Cisco Unified Center Express Premium agent seats in order to run a 30-port outbound IVR campaign, which two additional items must the customer purchase?

- A. a router
- B. a gateway
- C. 30 outbound IVR ports
- D. 30 agent seats
- E. 15 agent seats

**Answer: BC**

#### NEW QUESTION 5

Historical reports can be generated using which two Cisco Unified CCX tools? (Choose two.)

- A. Historical Reports Data Store
- B. Historical Reporting Client
- C. Cisco Unified Intelligence Center
- D. Cisco Supervisor Desktop

**Answer: BC**

#### NEW QUESTION 6

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

**Answer: BCE**

#### NEW QUESTION 7

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 8

Select a statement about the Call Subflow step that is not true.

- A. A subflow can access all variables in the calling script.
- B. When the Call Subflow step executes, you can transfer values of variables from the calling flow to the subflow.
- C. After the Call Subflow step executes, you can transfer values of variables from the subflow to the calling flow.
- D. The same subflow can be invoked from different scripts.

**Answer:** A

#### 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

Which option can perform Call Progress Analysis in outbound IVR?

- A. gateway
- B. Unified CM transcoder
- C. Automatic Speech Recognition server
- D. agent (voice)

**Answer:** A

#### NEW QUESTION 10

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

- A. the system page on Cisco Unified Contact Center Express Administration
- B. Cisco Desktop Administration
- C. Control Center on Cisco Unified Contact Center Express Service ability
- D. Cisco Unified Communications Operating System Administration

**Answer:** C

#### NEW QUESTION 11

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

- A. Delete a resource group.
- B. Remove a skill from a CSQ.
- C. Enable automatic work on a CSQ.
- D. Modify the skill competence level of an agent.
- E. Create a resource.
- F. Delete a skill

**Answer:** BCD

#### NEW QUESTION 13

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. No Data

**Answer:** C

#### NEW QUESTION 16

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 20

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.

**Answer:** A

#### NEW QUESTION 25

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 30

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash? (Choose three.)

- A. Check the Cisco Unified CCX Serviceability Control Center.
- B. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
- C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D. Check to see if the customer has installed any third-party applications.
- E. Talk to the customer about the deployment and usage pattern.

**Answer:** BCE

#### NEW QUESTION 34

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 43

Which tool allows partners to perform these actions?

- a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration)
- b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-toquality bid assurance process)

- A. Cisco Solution Expert Tool
- B. Cisco Unified CCX Sizing Tool
- C. Cisco Unified Expert Advisor Tool
- D. Cisco Unified Communications Sizing Tool

**Answer:** D

#### NEW QUESTION 45

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 49

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

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

**Answer:** D

**NEW QUESTION 51**

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

**Answer:** B

**NEW QUESTION 54**

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.1 Standard deployment?

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

**Answer:** C

**NEW QUESTION 57**

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