

Cisco

500-052

**Deploying Cisco Unified Contact Center Express
QUESTION & ANSWERS**

Cisco

Exam 500-052

Deploying Cisco Unified Contact Center Express

Verson: Demo

[Total Questions: 10]

Question No : 1

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

Answer: A,B,F

Question No : 2

A customer purchases 200 Cisco Unified Center Express Premium agent seats In order to run a 30-port outbound IVR campaign, which two addition 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: B,C

Question No : 3

Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call?

- A. The My Statistics tab hosts the gadget.
- B. The Home tab hosts the gadget.
- C. The Manage Customer tab hosts the gadget.
- D. The gadget to initiate or accept a call is common and is not tied to a specific tab.

Answer: C

Question No : 4

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

Question No : 5

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 75
- B. 25
- C. 50
- D. 120

Answer: C

Question No : 6

What is the maximum number of agents that Cisco Unified Contact Center Express supports when it is deployed with Cisco Unified Communications Manager?

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

Answer: A

Question No : 7

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

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

Answer: D

Question No : 8

In a Cisco Unified Contact Center Express application script, a number is read from an external database. The number must then be played out as part of a prompt.

Which Unified CCX Editor step creates a new prompt that can play out the number?

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

Answer: D

Question No : 9

You are designing a Cisco Unified Contact Center Express system with these four requirements

- 250 configured agents
- a maximum of 150 agents that are logged in at any time

- 30 agents that are able to make outbound calls
- 20 agents that are able to answer emails

How many premium seats should you purchase?

- A. 150
- B. 200
- C. 180
- D. 250

Answer: A

Question No : 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