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Deploying Cisco Unified Contact Center Express

Cisco 500-052

Version Demo

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QUESTION NO: 1

Which of the following is not an input that is required when you install Cisco Unified CCX?

A. application username

B. platform administrator username

C. IP address

D. default language

E. time zone

ANSWER: D

QUESTION NO: 2

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: B C D

QUESTION NO: 3

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: B C

QUESTION NO: 4

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

QUESTION NO: 5

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

A. one language for both the CAD and the CSD

B. one language for the CAD and a different language for the CSD

C. two languages for the CAD and one language for the CSD

D. two languages for both the CAD and the CSD

ANSWER: A

QUESTION NO: 6

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: 7

Which three operations can be performed within the Cisco Finesse IP Phone Age (IPPA)? (Choose three.)

A. A supervisor can use Finesse IPPA to act as an agent and accept calls.

B. An agent can sign in to Finesse IPPA and initiate call recording.

C. A supervisor can sign in to Finesse IPPA and initiate call recording.

D. An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons.

E. Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license.

ANSWER: C D E

QUESTION NO: 8

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

A. in the Cisco Supervisor Desktop

B. in CSQ configuration on Application Administration

C. in workflow groups on Cisco Desktop Work Flow Administrator

D. in resource configuration on Application Administration

ANSWER: C

QUESTION NO: 9

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

ANSWER: A

QUESTION NO: 10

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

ANSWER: A C