

# Cisco

## Exam Questions 500-052

Deploying Cisco Unified Contact Center Express



#### NEW QUESTION 1

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 2

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 3

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 4

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

**Answer:** A

#### NEW QUESTION 5

Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?

- A. DNS server
- B. NTP server
- C. SMTP server
- D. CUCM server

**Answer:** C

#### NEW QUESTION 6

What are the peripheral variables in the Set Enterprise Call Info step related to?

- A. call variables
- B. custom variables
- C. script parameters that are passed from the application configuration
- D. ECC variables

**Answer:** A

#### NEW QUESTION 7

Which statement is true about Cisco Context Service?

- A. A POD can map to multiple fieldsets.
- B. A POD can map to a fieldset.
- C. The runtime connector is responsible for account and password management
- D. Every customer is mapped to a maximum of one POD.

**Answer:** B

#### NEW QUESTION 8

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 9

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

#### NEW QUESTION 10

Which criterion can be used to control supervisor workflows?

- A. length of time an agent is in the NotReady state
- B. number of agents logged in
- C. number of calls abandoned
- D. duration of oldest call in queue

**Answer:** D

#### NEW QUESTION 10

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 15

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 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 21

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

- A. graphical reports
- B. dockable windows
- C. access to chat logs
- D. URL push to agents
- E. send an email to an agent
- F. send a call in queue to a specific agent

**Answer:** ABD

#### NEW QUESTION 26

Which phones must be associated to the RmCm application user account?

- A. all phones
- B. none, because that user account is not used for phone association
- C. only agent phones that are used with the Cisco Finesse agent desktop
- D. only Cisco Finesse IPPA phones

**Answer:** C

**NEW QUESTION 31**

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

**NEW QUESTION 34**

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 37**

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

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

**Answer:** A

**NEW QUESTION 38**

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

**Answer:** C

**NEW QUESTION 41**

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

**Answer:** ABC

**NEW QUESTION 44**

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