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Cisco

500-052

Deploying Cisco Unified Contact Center Express (UCCXD)



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QUESTION: 42

A preview outbound dialer uses which source and destination resources?

- A. the personal line of the agent to the customer
- B. the ACD line of the agent to the customer
- C. a CTI port the agent this is redirected to the customer
- D. a CTI port the customer

Answer: B

QUESTION: 43

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. wherever the Cisco Unified CCX server is deployed
- B. the Internet
- C. a corporate network
- D. a demilitarized zone

Answer: D

QUESTION: 44

Which two Cisco Unified CCX steps invoke another Unified CCX application script? (Choose two.)

- A. Cache Document
- B. Trigger Application
- C. On Exception Goto
- D. Call Subflow
- E. Connect

Answer: B, D

QUESTION: 45

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

QUESTION: 46

In Cisco Unified Contact Center Express Serviceability, what is the status of the database subsystem on the Control Center page, if the database subsystem is not configured?

- A. shut down
- B. out of service
- C. partial service
- D. not configured

Answer: D

QUESTION: 47

Which tool enables partners to perform the following actions?

- a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, and so on) of a target Cisco Unified Contact Center Express configuration
- b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-to quality bid assurance process)

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

Answer: C

QUESTION: 48

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

QUESTION: 49

Which server cannot be configured during the installation phase when installing Cisco Unified Contact Center Express on Cisco Unified Computing System servers?

- A. Cisco Unified Communications Manager server
- B. DNS server
- C. NTP server
- D. SMTP server

Answer: D

QUESTION: 50

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 VoiceXML applications.
- B. The value for that variable is defined by the calling application.
- C. The value for that variable can be supplied through the Application Management menu in Cisco Unified CCX Administration
- D. The variable can be used to pass data to and from subflows.
- E. The variable can be used in conditional steps.

Answer: B



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