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QUESTION 1

What is the maximum number of agents that can be supported by Cisco Unified Contact Center Express when deployed with Cisco Unified Communications Manager?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

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



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

An organization wants to collect an account number from a customer via IVR prompting.

Then, using a keystroke macro, the customer wants to insert the account number into the account number field in the agent's CRM desktop application.

The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record.

Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

- A. Cisco Unified CCX Standard
- B. Cisco Unified CCX Enhanced
- C. Cisco Unified CCX Premium

- D. Cisco Unified CCX Enterprise
- E. Cisco Unified IP IVR

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Correct Answer: B

Section: (none)

Explanation



Explanation/Reference:

QUESTION 7

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Section: (none)
Explanation

QUESTION 8

Which three options cannot be validated using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

- A. number of silent-monitoring and remote-monitoring sessions
- B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment
- C. number of historical reporting sessions
- D. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX
- E. number of ASR and TTS ports
- F. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Correct Answer: BDF

Section: (none)

Explanation

Explanation/Reference:



QUESTION 9

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified Contact Center Express site?

- A. ASR or TTS servers
- B. wallboard server
- C. SMTP server
- D. enterprise database

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

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

- A. 25
- B. 50
- C. 75
- D. 100



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

A customer purchases 200 Cisco Unified CCX Premium agent seats.

Which two additional items must the customer purchase to be able to run a 30-port outbound IVR campaign? (Choose two.)

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:



QUESTION 14

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
- E. random

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

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 CCX server is deployed

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Which tool allows partners to perform these actions?

- validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration)
- 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 Expert Advisor Tool
- D. Cisco Unified Communications Sizing Tool

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)

- A. iPlanet Web Server
- B. Cisco Unified CCX Engine
- C. Cisco Unified Operations Manager

- D. Cisco Unified Communications Manager
- E. Recording Component
- F. Informix DB

Correct Answer: BEF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Section: (none)

Explanation

QUESTION 19

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



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:



QUESTION 21

Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)

- A. Assign a contact list to a CSQ.
- B. Assign a contact list to a workflow group.
- C. Assign an SME to a contact list.
- D. Assign a contact list to a skill.
- E. Assign an SME to a CSQ.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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. Unified CCX Application

Correct Answer: BCE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Which step library is included in the license for Cisco Unified Contact Center Express Standard?

- A. ICM steps
- B. email steps
- C. document steps
- D. database steps

Correct Answer: C

Section: (none)

Explanation



Explanation/Reference:

QUESTION 26

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- B. in Application Administration with user data stored in the Cisco Unified Contact Center Express database

- C. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- D. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

How is the default eMail address in the eMail Subsystem Configuration page used?

- A. It receives all mail sent in the Send eMail step as a bcc.
- B. It is the From address for emails sent by agents using Agent E-mail.
- C. It is used if no email contact is specified in the Create eMail step.
- D. It becomes the From address in the Send eMail step if no address is specified.

Correct Answer: D

Section: (none)

Explanation



Explanation/Reference:

QUESTION 31

Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

- A. Media
- B. Unified CM Telephony
- C. Database
- D. Configuration Data Store

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

What information from the first node is used as the secret key during second node installation?

- A. administrator password
- B. application user password
- C. security password
- D. IP address

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Section: (none)

Explanation

QUESTION 34

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

- A. CallSubflow step
- B. On Exception Goto step

- C. Trigger Application step
- D. Connect step
- E. Cache Document

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Where are CTI route points added or configured for Cisco Unified Contact Center Express?

- A. Cisco Unified Contact Center Express Media Subsystem
- B. Cisco Unified CallManager Device Configuration
- C. Cisco Unified Contact Center Express Directory Management
- D. Cisco Supervisor Desktop
- E. Cisco CRS Administration, JTAPI Trigger Creation



Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

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

Correct Answer: BCF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

- A. IPC Resource Calculator
- B. CTI Port Calculator
- C. Cisco Unified Communications Sizing Tool
- D. Cisco Unified CCX Applications Administration

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 38

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.)

- A. Plot and view performance data.
- B. Monitor the replication status of historical data store.
- C. Monitor the Cisco Unified CCX CTI port status and take corrective action.
- D. Download log files from Cisco Unified CCX nodes.
- E. Check the number of active calls in the Cisco Unified CCX system.
- F. Monitor the WAN link status.

Correct Answer: ACD

Section: (none)

Explanation



Explanation/Reference:

QUESTION 43

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.

Correct Answer: BCE

Section: (none)

Explanation