



# 500-051<sup>Q&As</sup>

Unified Communications Contact Center Express Implementation

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#### QUESTION 1

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

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#### QUESTION 2

Which step library is included in the license for Cisco Unified CCX Standard?

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

Correct Answer: C

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#### QUESTION 3

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

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

Correct Answer: C

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#### QUESTION 4

Which action would you take to convert a high availability over LAN deployment to high availability over WAN?



- A. Apply a Warm Standby license.
- B. Apply a WAN Standby license.
- C. Do a fresh installation of the whole system as high availability over WAN.
- D. Reinstall second Cisco Unified CCX node and add it to cluster over WAN.

Correct Answer: D

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#### QUESTION 5

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

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