

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

Unified Communications Contact Center Express Implementation

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#### **QUESTION 1**

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

#### **QUESTION 2**

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

#### **QUESTION 3**

Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.)

- A. Create URL Document
- B. Write Document
- C. Cache Document
- D. Send Http Response
- Correct Answer: CD

#### **QUESTION 4**

Which facility is provided to debug a Cisco Unified CCX script live with a real voice call?

- A. Cisco Unified Contact Center Express Editor
- B. Reactive Debugging



- C. Accept Step
- D. Proactive Debugging

Correct Answer: B

#### **QUESTION 5**

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

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