



500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

Which option enables you to monitor previous agent seat license usage?

- A. traffic analysis historical report
- B. port and agent seat utilization historical report in Cisco Unified Intelligence Center
- C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool
- D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real- Time Monitoring Tool

Correct Answer: B

QUESTION 2

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

Correct Answer: B

QUESTION 3

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

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

Correct Answer: C

QUESTION 4

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

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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