



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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

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