



500-052^{Q&As}

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QUESTION 1

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

QUESTION 2

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- A. The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.
- B. The layout is associated to the team under Team Resources.
- C. The layout is associated to the CSQ definition.
- D. The layout is associated to the desktop layout under Team Resources.

Correct Answer: A

QUESTION 3

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

QUESTION 4

What are the peripheral variables in the Set Enterprise Call Info step related to?



- A. call variables
- B. custom variables
- C. script parameters that are passed from the application configuration
- D. ECC variables

Correct Answer: A

QUESTION 5

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

- A. Create Container Prompt
- B. Create Generated Prompt
- C. Create Language Prompt
- D. Create Conditional Prompt

Correct Answer: B

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