



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

Why are CSQs associated to the team definition?

- A. It allows agents to be a part of the CSQ.
- B. It allows the associated supervisors to make modifications to the CSQ.
- C. It designates which CSQ information to display on the supervisor desktop.
- D. It is informational and is used for historical reporting only.

Correct Answer: A

QUESTION 2

Select a statement about the Call Subflow step that is not true.

- A. A subflow can access all variables in the calling script.
- B. When the Call Subflow step executes, you can transfer values of variables from the calling flow to the subflow.
- C. After the Call Subflow step executes, you can transfer values of variables from the subflow to the calling flow.
- D. The same subflow can be invoked from different scripts.

Correct Answer: A

QUESTION 3

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

QUESTION 4

A customer purchases 200 Cisco Unified CCX Premium agent seats.

Which two additional items must the customer purchase to be able to run a 30-port outbound IVR



campaign? (Choose two.)

- A. 30 outbound IVR ports
- B. 15 agent seats
- C. gateway
- D. router

Correct Answer: AC

QUESTION 5

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 75
- B. 25
- C. 50
- D. 120

Correct Answer: C

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