



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Correct Answer: BC

QUESTION 2

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Correct Answer: A

QUESTION 3

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 4

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

QUESTION 5

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

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