



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

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 2

Which option can perform Call Progress Analysis in outbound IVR?

- A. gateway
- B. Unified CM transcoder
- C. Automatic Speech Recognition server
- D. agent (voice)

Correct Answer: A

QUESTION 3

Which type of information is available from the Cisco Unified Contact Center Express Control Center?

- A. database replication status
- B. system parameters configuration
- C. date and time of most recent failure
- D. Cisco Unified Communications Manager cluster status

Correct Answer: C

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

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center

Correct Answer: B

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