



# 500-052<sup>Q&As</sup>

Cisco Unified Contact Center Express

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### QUESTION 1

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

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### QUESTION 2

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash? (Choose three.)

- A. Check the Cisco Unified CCX Serviceability Control Center.
- B. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
- C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D. Check to see if the customer has installed any third-party applications.
- E. Talk to the customer about the deployment and usage pattern.

Correct Answer: BCE

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### QUESTION 3

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Correct Answer: A

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### QUESTION 4

Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?



- A. DNS server
- B. NTP server
- C. SMTP server
- D. CUCM server

Correct Answer: C

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#### QUESTION 5

Which deployment option is invalid for Cisco Unified Contact Center Express?

- A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster
- B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified Communications Manager clusters
- C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager Express router
- D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Cisco Unified Communications Manager cluster

Correct Answer: B

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