



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

Cisco Unified Contact Center Express

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### QUESTION 1

Which statement is true about the ability to look up customers in Cisco Context Service?

- A. Exactly one customer object is returned, based on the search parameters that are provided
- B. If more than one customer object is found, a failure is returned, based on the search parameters that are provided.
- C. An array of customer objects is returned, based on the search parameters that are provided.
- D. Cisco Context Service does not provide the ability to look up customers.

Correct Answer: C

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### QUESTION 2

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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### QUESTION 3

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified Contact Center Express site?

- A. ASR or TTS servers
- B. wallboard server
- C. SMTP server
- D. enterprise database

Correct Answer: A

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### QUESTION 4

Which information is readable to Cisco Collaboration Software in the cloud?

- A. PII



- B. plain text name value pair
- C. PII and plain text name value pair
- D. No information is readable to Cisco collaboration Software.

Correct Answer: D

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#### QUESTION 5

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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