500-052^{Q&As}

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Cisco Unified Contact Center Express

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QUESTION 1

Historical reports can be generated using which two Cisco Unified CCX tools? (Choose two.)

A. Historical Reports Data Store

B. Historical Reporting Client

C. Cisco Unified Intelligence Center

D. Cisco Supervisor Desktop

Correct Answer: BC

QUESTION 2

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

A. Timeout

B. SQL Error

C. Successful

D. No Data

Correct Answer: C

QUESTION 3

How is the default eMail address in the eMail Subsystem Configuration page used?

A. It receives all mail sent in the Send eMail step as a bcc.

B. It is the From address for emails sent by agents using Agent E-mail.

C. It is used if no email contact is specified in the Create eMail step.

D. It becomes the From address in the Send eMail step if no address is specified.

Correct Answer: D

QUESTION 4

Which three tasks are required to deploy a Cisco Unified Contact Center Express application? (Choose three.)

A. create a trigger

B. upload script to repository

C. restart the Cisco Unified CCX Engine

D. specify the maximum number of sessions

E. configure default session timeout

Correct Answer: ABD

QUESTION 5

Which three options cannot be validated using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

A. number of silent-monitoring and remote-monitoring sessions

B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment

C. number of historical reporting sessions

D. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX

E. number of ASR and TTS ports

F. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Correct Answer: BDF