# 500-052 ^Q&As

## Cisco Unified Contact Center Express

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**QUESTION 1**

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

A. IPC Resource Calculator

B. CTI Port Calculator

C. Cisco Unified Communications Sizing Tool

D. Cisco Unified CCX Applications Administration

Correct Answer: C

**QUESTION 2**

Which two resource selection criteria are available for a chat Contact Service Queue? (Choose two.)

A. Longest available

B. Least skilled

C. Most handled contacts

D. Most skilled

E. random

Correct Answer: AD

**QUESTION 3**

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 4**

Which three tasks can an agent perform using email? (Choose three.)

A. save the response as a draft

B. send the response to the supervisor for review

C. transfer the email to another CSQ

D. transfer the email to another agent

E. mark the email as urgent

F. mark the email as junk

Correct Answer: ABC

QUESTION 5

Which action would you take to convert a high availability over LAN deployment to high availability over WAN?

A. Apply a \\'\\'Warm Standby\\'\\' license.

B. Apply a \\'\\'WAN Standby\\'\\' license.

C. Do a fresh installation of the whole system as high availability over WAN.

D. Reinstall second Cisco Unified CCX node and add it to cluster over WAN.

Correct Answer: D

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