

DUMPS ARENA

Deploying Cisco Unified Contact Center Express

Cisco 500-052

Version Demo

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QUESTION NO: 1

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.)

- A. collect trace files
- B. stop and start Cisco Unified CCX services
- C. view syslog messages
- D. perform backup and restore functions
- E. monitor the health of the Cisco Unified CCX system

ANSWER: A C E

QUESTION NO: 2

Which tool is used to size Cisco Unified CCX?

- A. Analysis Manager
- B. Cisco Unified Communications Sizing Tool
- C. Expert Advisor
- D. Cisco Unified Real-Time Monitoring Tool

ANSWER: B

QUESTION NO: 3

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

- A. chat with an SME
- B. send an email to an SME
- C. send enterprise data to an SME
- D. transfer a call to an SME
- E. start a Cisco WebEx session with an SME

ANSWER: A C D

QUESTION NO: 4

Which two releases require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express? (Choose two.)

- A. minor release
- B. major release
- C. service update
- D. engineering special

ANSWER: A B

QUESTION NO: 5

Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call?

- A. The My Statistics tab hosts the gadget.
- B. The Home tab hosts the gadget.
- C. The Manage Customer tab hosts the gadget.
- D. The gadget to initiate or accept a call is common and is not tied to a specific tab.

ANSWER: C

QUESTION NO: 6

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.

ANSWER: D

QUESTION NO: 7

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.

ANSWER: D

QUESTION NO: 8

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

ANSWER: B D F

QUESTION NO: 9

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- A. The name of the layout is passed to the agent desktop via a keyword variable that is named user.layout.
- B. The layout is associated to the team under Team Resources.
- C. The layout is associated to the CSQ definition.
- D. The layout is associated to the desktop layout under Team Resources.

ANSWER: A

QUESTION NO: 10

Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)

- A. iPlanet Web Server
- B. Cisco Unified CCX Engine
- C. Cisco Unified Operations Manager
- D. Cisco Unified Communications Manager
- E. Recording Component
- F. Informix DB

ANSWER: B E F