



# 500-051<sup>Q&As</sup>

Unified Communications Contact Center Express Implementation

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### QUESTION 1

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

- A. graphical reports
- B. dockable windows
- C. access to chat logs
- D. URL push to agents
- E. send an email to an agent
- F. send a call in queue to a specific agent

Correct Answer: ABD

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### QUESTION 2

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

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### QUESTION 3

What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Correct Answer: D

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### QUESTION 4

Which three tasks are required to deploy a Cisco Unified CCX 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

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#### QUESTION 5

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

- A. 150
- B. 200
- C. 300
- D. 400

Correct Answer: C

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