



500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

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 2

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

QUESTION 3

What is the purpose of relative filters?

- A. generate historical and real-time reports for the previous week
- B. generate historical time reports for the previous week
- C. filter spam emails from reaching the email queues
- D. report on previous port usage

Correct Answer: B

QUESTION 4



Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.)

- A. Create URL Document
- B. Write Document
- C. Cache Document
- D. Send Http Response

Correct Answer: CD

QUESTION 5

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Correct Answer: A

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