500-051 Q&As

Unified Communications Contact Center Express Implementation

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QUESTION 1

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

QUESTION 2

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 3

Which two Cisco Unified CCX steps invoke another Cisco Unified CCX application script? (Choose two.)

A. CallSubflow step

B. On Exception Goto step

C. Trigger Application step

D. Connect step

Correct Answer: AC

QUESTION 4

What is the minimum package that is required to develop a custom Cisco Unified Intelligence Center report for a Cisco Unified CCX deployment?

A. Cisco Unified CCX Premium

B. Cisco Unified CCX Enhanced

C. Cisco Unified Intelligence Center Premium

D. Cisco Unified Intelligence Center Standard

Correct Answer: C

QUESTION 5

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

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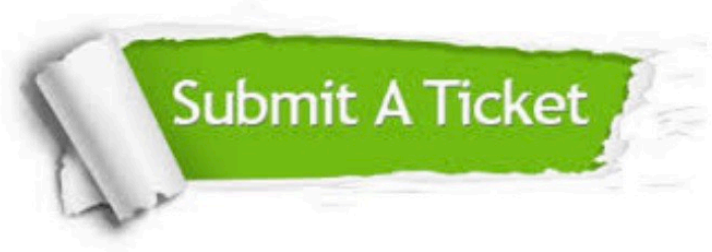

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