500-052 Q&As

Cisco Unified Contact Center Express

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QUESTION 1

Which two Cisco Unified CCX steps should you use if you want to send an HTTP message? (Choose two.)

A. Write Document

B. Place Call

C. Send HTTP Response

D. Cache Document

E. Create URL Document

Correct Answer: CD

QUESTION 2

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 3

You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three)

A. Collect the thread dump for Cisco Unified CCX Engine

B. Check to see if the customer has installed any third party applications

C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.

D. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool

E. Talk to the customer about the deployment and usage pattern. F. Check the Cisco Unified CCX Serviceability Control Center

Correct Answer: CDE

QUESTION 4

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

A. the system page on Cisco Unified Contact Center Express Administration

B. Cisco Desktop Administration

C. Control Center on Cisco Unified Contact Center Express Service ability

D. Cisco Unified Communications Operating System Administration

Correct Answer: C

QUESTION 5

Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

A. Media

B. Unified CM Telephony

C. Database

D. Configuration Data Store

Correct Answer: C

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