500-052^{Q&As}

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QUESTION 1

Why are CSQs associated to the team definition?

A. It allows agents to be a part of the CSQ.

B. It allows the associated supervisors to make modifications to the CSQ.

C. It designates which CSQ information to display on the supervisor desktop.

D. It is informational and is used for historical reporting only.

Correct Answer: A

QUESTION 2

If you use skills-based routing, where is the agent selection criteria defined?

A. in the Contact Service Queue definition

B. in the Resource definition

C. in the Skill definition

D. in the Skill Group definition

Correct Answer: A

QUESTION 3

Which two steps check out a database connection from the connection pool? (Choose two.)

A. DB Get

B. DB Read

C. DB Write

D. DB Release

Correct Answer: BC

QUESTION 4

Which statement is true about Cisco Context Service?

A. A POD can map to multiple fieldsets.

B. A POD can map to a fieldset.

C. The runtime connector is responsible for account and password management

D. Every customer is mapped to a maximum of one POD.

Correct Answer: B

QUESTION 5

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.

Correct Answer: D

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