



500-052^{Q&As}

Cisco Unified Contact Center Express

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**QUESTION 1**

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 75
- B. 25
- C. 50
- D. 120

Correct Answer: C

QUESTION 2

In the Expression Editor panel of Cisco Unified Contact Center Express Script Editor, what are three reasons to use the Java tab? (Choose three.)

- A. to invoke a specified method of a custom Java class
- B. to reference a variable of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer
- E. to get a reference to the Contact and Session states
- F. to allow for arguments to be passed to a specified method

Correct Answer: ABF

QUESTION 3

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. Unified CCX Application

Correct Answer: BCE



QUESTION 4

Which tool allows partners to perform these actions?

- a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration)
 - b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-toquality bid assurance process)
- A. Cisco Solution Expert Tool
 - B. Cisco Unified CCX Sizing Tool
 - C. Cisco Unified Expert Advisor Tool
 - D. Cisco Unified Communications Sizing Tool

Correct Answer: D

QUESTION 5

In Cisco Unified Contact Center Express, when a variable in the application editor is defined as a parameter, which statement is true?

- A. The variable can be used to pass data to and from subflows.
- B. The value for that variable can be supplied through the Application Management menu in Cisco Unified CCX Administration.
- C. The value for that variable is defined by the calling application.
- D. The variable can be used in conditional steps.
- E. The variable can be used to pass data to and from VoiceXML applications.

Correct Answer: B

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