500-051 Q&As

Unified Communications Contact Center Express Implementation

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QUESTION 1

The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.)

A. Plot and view performance data.

B. Monitor the replication status of historical data store.

C. Monitor the Cisco Unified CCX CTI port status and take corrective action.

D. Download log files from Cisco Unified CCX nodes.

E. Check the number of active calls in the Cisco Unified CCX system.

F. Monitor the WAN link status.

Correct Answer: ACD

QUESTION 2

If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin?

A. partial service

B. out of service

C. shutdown

D. not configured

Correct Answer: D

QUESTION 3

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

A. Timeout

B. SQL Error

C. Successful

D. No Data

Correct Answer: C

QUESTION 4

Which facility is provided to debug a Cisco Unified CCX script live with a real voice call?

A. Cisco Unified Contact Center Express Editor

B. Reactive Debugging

C. Accept Step

D. Proactive Debugging

Correct Answer: B

QUESTION 5

Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?

A. DNS server

B. NTP server

C. SMTP server

D. CUCM server

Correct Answer: C

QUESTION 6

What information from the first node is used as the secret key during second node installation?

A. administrator password

B. application user password

C. security password

D. IP address

Correct Answer: C

QUESTION 7

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt.

Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

A. Create Container Prompt

B. Create Generated Prompt

C. Create Language Prompt

D. Create Conditional Prompt

Correct Answer: B

QUESTION 8

An organization wants to collect an account number from a customer via IVR prompting. Then, using a keystroke macro, the customer wants to insert the account number into the account number field in the agent\\'s CRM desktop application. The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record.

Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

A. Cisco Unified CCX Standard

B. Cisco Unified CCX Enhanced

C. Cisco Unified CCX Premium

D. Cisco Unified CCX Enterprise

E. Cisco Unified IP IVR

Correct Answer: B

QUESTION 9

You are designing a Cisco Unified Contact Center Express system with four requirements:

250 configured agents

150 agents maximum logged in at any given time

30 agents able to make outbound calls

20 agents able to answer emails

How many premium seats should be purchased?

A. 150 seats

B. 180 seats

C. 200 seats

D. 250 seats

Correct Answer: A

QUESTION 10

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

A. Control Center on Cisco Unified Contact Center Express Serviceability

B. System page on Cisco Unified Contact Center Express Administration

C. Cisco Desktop Administrator

D. Cisco Unified Communications Operating System Administration

Correct Answer: A

QUESTION 11

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

A. graphical reports

B. dockable windows

C. access to chat logs

D. URL push to agents

E. send an email to an agent

F. send a call in queue to a specific agent

Correct Answer: ABD

QUESTION 12

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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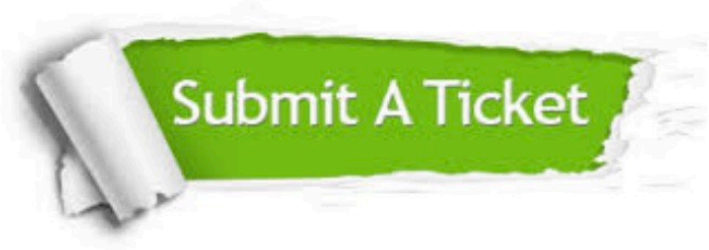

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