



500-052^{Q&As}

Cisco Unified Contact Center Express

Pass Cisco 500-052 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/500-052.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

A customer purchases 200 Cisco Unified Center Express Premium agent seats in order to run a 30-port outbound IVR campaign, which two additional items must the customer purchase?

- A. a router
- B. a gateway
- C. 30 outbound IVR ports
- D. 30 agent seats
- E. 15 agent seats

Correct Answer: BC

QUESTION 2

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

QUESTION 3

What is the maximum round-trip time between Cisco Unified Contact Center Express servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Correct Answer: D

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 CCX Administration, what is created on the Communications Manager when you add a Cisco Unified Communications Manager Telephony group?

- A. CTI Ports
- B. CTI Route Point
- C. Cisco Unified CCX Call Control Group
- D. Cisco Unified Communications Manager Call Control Group

Correct Answer: A

QUESTION 6

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 7

A preview outbound dialer uses which source and destination resources?

- A. a CTI port to the customer
- B. the ACD line of the agent to the customer
- C. the personal line of the agent to the customer
- D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

QUESTION 8

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 9

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

QUESTION 10

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash?



(Choose three.)

- A. Check the Cisco Unified CCX Serviceability Control Center.
- B. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
- C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D. Check to see if the customer has installed any third-party applications.
- E. Talk to the customer about the deployment and usage pattern.

Correct Answer: BCE

QUESTION 11

Which two items are automatically installed on the Cisco Unified Contact Center Express server by the Cisco Unified Contact Center Installer? (Choose two.)

- A. IVR System Prompts
- B. Cisco Supervisor Desktop
- C. Cisco Unified Communications Operating System
- D. Cisco Unified Communications Manager
- E. Workforce Management

Correct Answer: AC

QUESTION 12

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified Contact Center Express site?

- A. ASR or TTS servers
- B. wallboard server
- C. SMTP server
- D. enterprise database

Correct Answer: A

QUESTION 13

Where are CTI route points added or configured for Cisco Unified Contact Center Express?

- A. Cisco Unified Contact Center Express Media Subsystem



- B. Cisco Unified CallManager Device Configuration
- C. Cisco Unified Contact Center Express Directory Management
- D. Cisco Supervisor Desktop
- E. Cisco CRS Administration, JTAPI Trigger Creation

Correct Answer: E

QUESTION 14

Which option can perform Call Progress Analysis in outbound IVR?

- A. gateway
- B. Unified CM transcoder
- C. Automatic Speech Recognition server
- D. agent (voice)

Correct Answer: A

QUESTION 15

Which two resource selection criteria are available for a chat Contact Service Queue? (Choose two.)

- A. Longest available
- B. Least skilled
- C. Most handled contacts
- D. Most skilled
- E. random

Correct Answer: AD

[500-052 Practice Test](#)

[500-052 Study Guide](#)

[500-052 Exam Questions](#)