



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

Which type of information is available from the Cisco Unified Contact Center Express Control Center?

- A. database replication status
- B. system parameters configuration
- C. date and time of most recent failure
- D. Cisco Unified Communications Manager cluster status

Correct Answer: C

QUESTION 2

Select a statement about the Call Subflow step that is not true.

- A. A subflow can access all variables in the calling script.
- B. When the Call Subflow step executes, you can transfer values of variables from the calling flow to the subflow.
- C. After the Call Subflow step executes, you can transfer values of variables from the subflow to the calling flow.
- D. The same subflow can be invoked from different scripts.

Correct Answer: A

QUESTION 3

Historical reports can be generated using which two Cisco Unified CCX tools? (Choose two.)

- A. Historical Reports Data Store
- B. Historical Reporting Client
- C. Cisco Unified Intelligence Center
- D. Cisco Supervisor Desktop

Correct Answer: BC

QUESTION 4

In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social- Miner can be deployed in which location?

- A. Internet



- B. demilitarized zone
- C. corporate network
- D. wherever the Cisco Unified CCX server is deployed

Correct Answer: B

QUESTION 5

An organization wants to collect an account number from a customer via IVR prompting. Then the customer wants to use a keystroke macro to insert the account number into the account number field in the agent CRM desktop application. The keystroke macro will also initiate the CRM desktop application and execute a database lookup from the CRM database server, in order to retrieve the customer record. Which product provides these capabilities at the lowest cost?

- A. Cisco Unified IP IVR
- B. Cisco Unified CCX Standard
- C. Cisco Unified CCX Enterprise
- D. Cisco Unified CCX Premium
- E. Cisco Unified CCX Enhanced

Correct Answer: E

QUESTION 6

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Correct Answer: B

QUESTION 7

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser



D. call-control buttons

Correct Answer: D

QUESTION 8

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 9

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 10

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 11**

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- A. The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.
- B. The layout is associated to the team under Team Resources.
- C. The layout is associated to the CSQ definition.
- D. The layout is associated to the desktop layout under Team Resources.

Correct Answer: A

QUESTION 12

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 13

Which deployment option is invalid for Cisco Unified Contact Center Express?

- A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster
- B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified Communications Manager clusters
- C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager Express router
- D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Cisco Unified Communications Manager cluster

Correct Answer: B



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