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Deploying Cisco Unified Contact Center Express

Cisco 500-052

Version Demo

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QUESTION NO: 1

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

ANSWER: A

QUESTION NO: 2

Which of the following is not an input that is required when you install Cisco Unified CCX?

- A. application username
- B. platform administrator username
- C. IP address
- D. default language
- E. time zone

ANSWER: D

QUESTION NO: 3

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

ANSWER: A B F

QUESTION NO: 4

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

- A. one language for both the CAD and the CSD
- B. one language for the CAD and a different language for the CSD
- C. two languages for the CAD and one language for the CSD
- D. two languages for both the CAD and the CSD

ANSWER: A

QUESTION NO: 5

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

ANSWER: A C

QUESTION NO: 6

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

- A. Delete a resource group.
- B. Remove a skill from a CSQ.
- C. Enable automatic work on a CSQ.
- D. Modify the skill competence level of an agent.
- E. Create a resource.
- F. Delete a skill

ANSWER: B C D

QUESTION NO: 7

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in the Cisco Supervisor Desktop
- B. in CSQ configuration on Application Administration
- C. in workflow groups on Cisco Desktop Work Flow Administrator
- D. in resource configuration on Application Administration

ANSWER: C

QUESTION NO: 8

Which three operations can be performed within the Cisco Finesse IP Phone Age (IPPA)? (Choose three.)

- A. A supervisor can use Finesse IPPA to act as an agent and accept calls.
- B. An agent can sign in to Finesse IPPA and initiate call recording.
- C. A supervisor can sign in to Finesse IPPA and initiate call recording.
- D. An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons.
- E. Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license.

ANSWER: C D E

QUESTION NO: 9

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

ANSWER: E

QUESTION NO: 10

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

ANSWER: B C