



500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

Which option enables you to monitor previous agent seat license usage?

- A. traffic analysis historical report
- B. port and agent seat utilization historical report in Cisco Unified Intelligence Center
- C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool
- D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real- Time Monitoring Tool

Correct Answer: B

QUESTION 2

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 3

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-to-quality 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 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

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

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