



500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

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 2

Which action would you take to convert a high availability over LAN deployment to high availability over WAN?

- A. Apply a 'Warm Standby' license.
- B. Apply a 'WAN Standby' license.
- C. Do a fresh installation of the whole system as high availability over WAN.
- D. Reinstall second Cisco Unified CCX node and add it to cluster over WAN.

Correct Answer: D

QUESTION 3

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 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 UCCX server is deployed

Correct Answer: B

QUESTION 5

Which subsystem processes connections between the Cisco Unified CCX server and the enterprise databases?

- A. Media
- B. Unified CM Telephony
- C. Database
- D. Configuration Data Store

Correct Answer: C

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