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Unified Communications Contact Center Express Implementation

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QUESTION 1

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. CCX Application

Correct Answer: BCE

QUESTION 2

Which three tasks are required to deploy a Cisco Unified CCX application? (Choose three.)

A. create a trigger

B. upload script to repository

C. restart the Cisco Unified CCX Engine

D. specify the maximum number of sessions

E. configure default session timeout

Correct Answer: ABD

QUESTION 3

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt.

Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

A. Create Container Prompt

B. Create Generated Prompt

C. Create Language Prompt

D. Create Conditional Prompt

Correct Answer: B

QUESTION 4

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 5

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

A. IVR System Prompts

B. Cisco Supervisor Desktop

C. Unified Communications Operating System

D. Cisco Unified Communications Manager

E. Workforce Management

Correct Answer: AC

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