



500-051^{Q&As}

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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