500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

What is the maximum number of agent web chat sessions that is supported on the highest class server?

A. 25

B. 50

C. 75

D. 100

Correct Answer: B

QUESTION 2

Which step library is included in the license for Cisco Unified Contact Center Express Standard?

A. ICM steps

B. email steps

C. document steps

D. database steps

Correct Answer: C

QUESTION 3

Which tool is used to size Cisco Unified CCX?

A. Analysis Manager

B. Cisco Unified Communications Sizing Tool

C. Expert Advisor

D. Cisco Unified Real-Time Monitoring Tool

Correct Answer: B

QUESTION 4

Which information is readable to Cisco Collaboration Software in the cloud?

A. PII

B. plain text name value pair

C. PII and plain text name value pair

D. No information is readable to Cisco collaboration Software.

Correct Answer: D

QUESTION 5

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

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