

500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

- A. one language for both the CAD and the CSD
- B. one language for the CAD and a different language for the CSD
- C. two languages for the CAD and one language for the CSD
- D. two languages for both the CAD and the CSD

Correct Answer: A

QUESTION 2

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Correct Answer: B

QUESTION 3

Which criterion can be used to control supervisor workflows?

- A. length of time an agent is in the NotReady state
- B. number of agents logged in
- C. number of calls abandoned
- D. duration of oldest call in queue

Correct Answer: D

QUESTION 4

If you use skills-based routing, where is the agent selection criteria defined?

- A. in the Contact Service Queue definition

- B. in the Resource definition
- C. in the Skill definition
- D. in the Skill Group definition

Correct Answer: A

QUESTION 5

How is the default eMail address in the eMail Subsystem Configuration page used?

- A. It receives all mail sent in the Send eMail step as a bcc.
- B. It is the From address for emails sent by agents using Agent E-mail.
- C. It is used if no email contact is specified in the Create eMail step.
- D. It becomes the From address in the Send eMail step if no address is specified.

Correct Answer: D

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