500-052^{Q&As}

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Cisco Unified Contact Center Express

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QUESTION 1

Which two Cisco Unified CCX steps invoke another Unified CCX application script? (Choose two.)

A. CallSubflow step

B. On Exception Goto step

C. Trigger Application step

D. Connect step

E. Cache Document

Correct Answer: AC

QUESTION 2

The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.)

A. Plot and view performance data.

B. Monitor the replication status of historical data store.

C. Monitor the Cisco Unified CCX CTI port status and take corrective action.

D. Download log files from Cisco Unified CCX nodes.

E. Check the number of active calls in the Cisco Unified CCX system.

F. Monitor the WAN link status.

Correct Answer: ACD

QUESTION 3

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

A. recording

B. monitoring

C. embedded browser

D. call-control buttons

Correct Answer: D

QUESTION 4

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign?
(Choose three.)

A. Phone1 is the only mandatory field.

B. Up to three custom fields can be added.

C. List filtering for "Do Not Call" is unsupported.

D. When records have matching phone numbers, only one record is created.

E. Imports can be automatically executed on a weekly basis.

Correct Answer: ACD

QUESTION 5

Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call?

A. The My Statistics tab hosts the gadget.

B. The Home tab hosts the gadget.

C. The Manage Customer tab hosts the gadget.

D. The gadget to initiate or accept a call is common and is not tied to a specific tab.

Correct Answer: C

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