500-052 ^{Q&As}

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Cisco Unified Contact Center Express

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QUESTION 1

What is the maximum round-trip time between Cisco Unified Contact Center Express servers in a WAN deployment?

A. 2 ms

B. 10 ms

C. 50 ms

D. 80 ms

Correct Answer: D

QUESTION 2

Which of the following is not an input that is required when you install Cisco Unified CCX?

A. application username

B. platform administrator username

C. IP address

D. default language

E. time zone

Correct Answer: D

QUESTION 3

Which statement is true about the ability to look up customers in Cisco Context Service?

A. Exactly one customer object is returned, based on the search parameters that are provided

B. If more than one customer object is found, a failure is returned, based on the search parameters that are provided.

C. An array of customer objects is returned, based on the search parameters that are provided.

D. Cisco Context Service does not provide the ability to look up customers.

Correct Answer: C

QUESTION 4

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

A. The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.

B. The layout is associated to the team under Team Resources.

C. The layout is associated to the CSQ definition.

D. The layout is associated to the desktop layout under Team Resources.

Correct Answer: A

QUESTION 5

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

A. Delete a resource group.

B. Remove a skill from a CSQ.

C. Enable automatic work on a CSQ.

D. Modify the skill competence level of an agent.

E. Create a resource.

F. Delete a skill

Correct Answer: BCD

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