

500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

QUESTION 2

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 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

Which option can perform Call Progress Analysis in outbound IVR?

- A. gateway
- B. Unified CM transcoder
- C. Automatic Speech Recognition server
- D. agent (voice)

Correct Answer: A

QUESTION 5

Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?

- A. DNS server
- B. NTP server
- C. SMTP server
- D. CUCM server

Correct Answer: C

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