500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social- Miner can be deployed in which location?

A. Internet

B. demilitarized zone

C. corporate network

D. wherever the Cisco Unified CCX server is deployed

Correct Answer: B

QUESTION 2

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 3

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

A. Agent Name

B. WrapUp Time

C. Service Level

D. Overflow CSQ

E. Automatic Work

F. Unified CCX Application

Correct Answer: BCE

QUESTION 4

Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)

A. Assign a contact list to a CSQ.

B. Assign a contact list to a workflow group.

C. Assign an SME to a contact list.

D. Assign a contact list to a skill.

E. Assign an SME to a CSQ.

Correct Answer: BC

QUESTION 5

Agent Email is a Cisco Unified CCX feature available in which of these packages?

A. Premium, Enhanced, and Standard

B. Premium only

C. Premium and Standard

D. Premium and Enhanced

Correct Answer: B

QUESTION 6

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

A. chat with an SME

B. send an email to an SME

C. send enterprise data to an SME

D. transfer a call to an SME

E. start a Cisco WebEx session with an SME

Correct Answer: ACD

QUESTION 7

In Cisco Unified Contact Center Express, when a variable in the application editor is defined as a parameter, which statement is true?

A. The variable can be used to pass data to and from subflows.

B. The value for that variable can be supplied through the Application Management menu in Cisco Unified CCX Administration.

C. The value for that variable is defined by the calling application.

D. The variable can be used in conditional steps.

E. The variable can be used to pass data to and from VoiceXML applications.

Correct Answer: B

QUESTION 8

Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

A. Media

B. Unified CM Telephony

C. Database

D. Configuration Data Store

Correct Answer: C

QUESTION 9

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

A. graphical reports

B. dockable windows

C. access to chat logs

D. URL push to agents

E. send an email to an agent

F. send a call in queue to a specific agent

Correct Answer: ABD

QUESTION 10

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

A. Contact Service Queue

B. Skill Groups

C. Resource Groups

D. competence levels

Correct Answer: A

QUESTION 11

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 12

Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)

A. iPlanet Web Server

B. Cisco Unified CCX Engine

C. Cisco Unified Operations Manager

D. Cisco Unified Communications Manager

E. Recording Component

F. Informix DB

Correct Answer: BEF

QUESTION 13

An organization wants to collect an account number from a customer via IVR prompting.

Then, using a keystroke macro, the customer wants to insert the account number into the account number field in the agent\\'s CRM desktop application.

The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record.

Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

A. Cisco Unified CCX Standard

B. Cisco Unified CCX Enhanced

C. Cisco Unified CCX Premium

D. Cisco Unified CCX Enterprise

E. Cisco Unified IP IVR

Correct Answer: B

QUESTION 14

Which statement is true about Cisco Context Service?

A. A POD can map to multiple fieldsets.

B. A POD can map to a fieldset.

C. The runtime connector is responsible for account and password management

D. Every customer is mapped to a maximum of one POD.

Correct Answer: B

QUESTION 15

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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