

## 500-052<sup>Q&As</sup>

Cisco Unified Contact Center Express

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**QUESTION 1**

An organization wants to collect an account number from a customer via IVR prompting. Then the customer wants to use a keystroke macro to insert the account number into the account number field in the agent CRM desktop application. The keystroke macro will also initiate the CRM desktop application and execute a database lookup from the CRM database server, in order to retrieve the customer record. Which product provides these capabilities at the lowest cost?

- A. Cisco Unified IP IVR
- B. Cisco Unified CCX Standard
- C. Cisco Unified CCX Enterprise
- D. Cisco Unified CCX Premium
- E. Cisco Unified CCX Enhanced

Correct Answer: E

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**QUESTION 2**

Which tool allows partners to perform these actions?

- a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration)
  - b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-to-quality bid assurance process)
- A. Cisco Solution Expert Tool
  - B. Cisco Unified CCX Sizing Tool
  - C. Cisco Unified Expert Advisor Tool
  - D. Cisco Unified Communications Sizing Tool

Correct Answer: D

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**QUESTION 3**

Which step library is included in the license for Cisco Unified Contact Center Express Standard?

- A. ICM steps
- B. email steps
- C. document steps
- D. database steps

Correct Answer: C

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## QUESTION 4

Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.)

- A. Create URL Document
- B. Write Document
- C. Cache Document
- D. Send Http Response

Correct Answer: CD

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## QUESTION 5

Which facility is provided to debug a Cisco Unified Contact Center Express script live with a real voice call?

- A. Cisco Unified Contact Center Express Editor
- B. Reactive Debugging
- C. Accept Step
- D. Proactive Debugging

Correct Answer: B

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## QUESTION 6

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

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## QUESTION 7

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. No Data

Correct Answer: C

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## QUESTION 8

What is the maximum number of agents that can be supported by Cisco Unified Contact Center Express when deployed with Cisco Unified Communications Manager?

- A. 50
- B. 150
- C. 300
- D. 400

Correct Answer: C

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## QUESTION 9

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

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## QUESTION 10

What are the peripheral variables in the Set Enterprise Call Info step related to?

- A. call variables
- B. custom variables
- C. script parameters that are passed from the application configuration

D. ECC variables

Correct Answer: A

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## QUESTION 11

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified Contact Center Express site?

A. ASR or TTS servers

B. wallboard server

C. SMTP server

D. enterprise database

Correct Answer: A

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## QUESTION 12

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

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## QUESTION 13

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

A. IPC Resource Calculator

B. CTI Port Calculator

C. Cisco Unified Communications Sizing Tool

D. Cisco Unified CCX Applications Administration

Correct Answer: C

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## QUESTION 14

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

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## QUESTION 15

A Cisco Unified CCX deployment is licensed for 120 agent seats, out of which 70 agents log in as chat agents via an independent browser. How many agents will be able to service voice calls via Cisco Agent Desktop in this scenario?

- A. 50
- B. 70
- C. 120
- D. 190

Correct Answer: C

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