

Cisco 500-052 Exam

Volume: 50 Questions

Question No: 1

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

- A. SMTP server
- B. ASR or TTS servers
- C. wallboard server
- D. enterprise database

Answer: B

Question No: 2

You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three)

- A. Collect the thread dump for Cisco Unified CCX Engine
- B. Check to see if the customer has installed any third party applications
- C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool
- E. Talk to the customer about the deployment and usage pattern.
- F. Check the Cisco Unified CCX Serviceability Control Center

Answer: COE

Question No: 3

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

- A. Media

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- B. Database
- C. Unified CM Telephony
- D. Configuration datastore

Answer: B

Question No: 4

What is the maximum number of agents that Cisco Unified Contact Center Express supports when it is deployed with Cisco Unified Communications Manager?

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

Answer: A

Question No: 5

What is the maximum number of CTI ports that a Cisco Unified Contact Center Express Standard deployment supports?

- A. 200
- B. 400
- C. 300
- D. 150

Answer: C

Question No: 6

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

- A. call variables

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- B. custom variables
- C. script parameters that are passed from the application configuration
- D. ECC variables

Answer: A

Question No: 7

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

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

Answer: C

Question No: 8

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

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

Answer: A

Question No: 9

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 75

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- B. 25
- C. 50
- D. 120

Answer: C

Question No: 10

Which three operations can be performed within the Cisco Finesse IP Phone Agent (IPPA)? (Choose three.)

- A. A supervisor can use Finesse IPPA to act as an agent and accept calls.
- B. An agent can sign in to Finesse IPPA and initiate call recording.
- C. A supervisor can sign in to Finesse IPPA and initiate call recording.
- D. An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons.
- E. Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license.

Answer: CDE

Question No: 11

What is the maximum number of contacts that Cisco Finesse supports in a phone book?

- A. 2000
- B. 1500
- C. 500
- D. 300

Answer: B

Question No: 12

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

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- A. the system page on Cisco Unified Contact Center Express Administration
- B. Cisco Desktop Administration
- C. Control Center on Cisco Unified Contact Center Express Service ability
- D. Cisco Unified Communications Operating System Administration

Answer: C

Question No: 13

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

Answer: E

Question No: 14

You are designing a Cisco Unified Contact Center Express system with these four requirements

- 250 configured agents
- a maximum of 150 agents that are logged in at any time
- 30 agents that are able to make outbound calls
- 20 agents that are able to answer emails

How many premium seats should you purchase?

- A. 150
- B. 200