

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

Which option enables you to monitor previous agent seat license usage?

- A. traffic analysis historical report
- B. port and agent seat utilization historical report in Cisco Unified Intelligence Center
- C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool
- D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real-Time Monitoring Tool

Correct Answer: B

QUESTION 3

Which three tasks can an agent perform using email? (Choose three.)

- A. save the response as a draft
- B. send the response to the supervisor for review
- C. transfer the email to another CSQ
- D. transfer the email to another agent
- E. mark the email as urgent
- F. mark the email as junk

Correct Answer: ABC

QUESTION 4

Which server cannot be configured during the installation phase when installing Cisco Unified Contact Center Express on Cisco Unified Computing System servers?

- A. Cisco Unified Communications Manager server
- B. DNS server
- C. NTP server
- D. SMTP server

Correct Answer: D

QUESTION 5

In the Expression Editor panel of Cisco Unified Contact Center Express Script Editor, what are three reasons to use the Java tab? (Choose three.)

- A. to invoke a specified method of a custom Java class
- B. to reference a variable of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer
- E. to get a reference to the Contact and Session states
- F. to allow for arguments to be passed to a specified method

Correct Answer: ABF

QUESTION 6

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- B. in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- C. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- D. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Correct Answer: B

QUESTION 7

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 8

Which three options cannot be validated using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

- A. number of silent-monitoring and remote-monitoring sessions
- B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment
- C. number of historical reporting sessions
- D. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX
- E. number of ASR and TTS ports
- F. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Correct Answer: BDF

QUESTION 9

Which information is readable to Cisco Collaboration Software in the cloud?

- A. PII
- B. plain text name value pair
- C. PII and plain text name value pair
- D. No information is readable to Cisco collaboration Software.

Correct Answer: D

QUESTION 10

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 11

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

QUESTION 12

Select a statement about the Call Subflow step that is not true.

- A. A subflow can access all variables in the calling script.
- B. When the Call Subflow step executes, you can transfer values of variables from the calling flow to the subflow.
- C. After the Call Subflow step executes, you can transfer values of variables from the subflow to the calling flow.
- D. The same subflow can be invoked from different scripts.

Correct Answer: A

QUESTION 13

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 14

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

QUESTION 15

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

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