

500-052^{Q&As}

Deploying Cisco Unified Contact Center Express

Pass Cisco 500-052 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.certbus.com/500-052.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



QUESTION 1

Which statement is true about the ability to look up customers in Cisco Context Service?

- A. Exactly one customer object is returned, based on the search parameters that are provided
- B. If more than one customer object is found, a failure is returned, based on the search parameters that are provided.
- C. An array of customer objects is returned, based on the search parameters that are provided.
- D. Cisco Context Service does not provide the ability to look up customers.

Correct Answer: C

QUESTION 2

Which three things cannot be validated by 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 3

Which phones must be associated to the RmCm application user account?

- A. all phones
- B. none, because that user account is not used for phone association
- C. only agent phones that are used with the Cisco Finesse agent desktop
- D. only Cisco Finesse IPPA phones

Correct Answer: C

QUESTION 4

Which interface is used to configure debug parameters for log files?

- A. System Parameters
- B. Trace Configuration
- C. Control Center
- D. Datastore Control Center

Correct Answer: B

QUESTION 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

Correct Answer: C

QUESTION 6

Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call?

- A. The My Statistics tab hosts the gadget.
- B. The Home tab hosts the gadget.
- C. The Manage Customer tab hosts the gadget.
- D. The gadget to initiate or accept a call is common and is not tied to a specific tab.

Correct Answer: C

QUESTION 7

Which three operations can be performed within the Cisco Finesse IP Phone Age (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.

Correct Answer: CDE

QUESTION 8

Which action enables a contact center supervisor to access and monitor live data reports for multiple teams?

- A. Take no action, because a supervisor cannot monitor more than one team.
- B. Assign the supervisor as primary superior for one of the teams and as secondary supervisor for other relevant teams.
- C. Assign the supervisor as primary supervisor for all the relevant teams.
- D. Add the supervisor as a member of all the relevant teams.

Correct Answer: C

QUESTION 9

Which two Cisco Unified CCX steps should you use if you want to send an HTTP message? (Choose two.)

- A. Write Document
- B. Place Call
- C. Send HTTP Response
- D. Cache Document
- E. Create URL Document

Correct Answer: CD

QUESTION 10

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

QUESTION 11

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
- C. 180
- D. 250

Correct Answer: A

QUESTION 12

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 VoiceXML applications.
- B. The value for that variable is defined by the calling application.
- C. The value for that variable can be supplied through the Application Management menu in Cisco Unified CCX Administration
- D. The variable can be used to pass data to and from subflows.
- E. The variable can be used in conditional steps.

Correct Answer: B

QUESTION 13

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

- A. 75
- B. 25
- C. 50 D. 120

Correct Answer: C

QUESTION 14

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

Correct Answer: C

QUESTION 15

Which action should you take to convert a high availability over LAN deployment to high availability over WAN?

- A. Apply a "WAN Standby" license.
- B. Reinstall a second Cisco Unified CCX node and add it to the cluster over WAN.
- C. Do a fresh installation of the whole system as high availability over WAN.
- D. Apply a "Warm Standby" license.

Correct Answer: B

[500-052 VCE Dumps](#)

[500-052 Exam Questions](#)

[500-052 Braindumps](#)

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

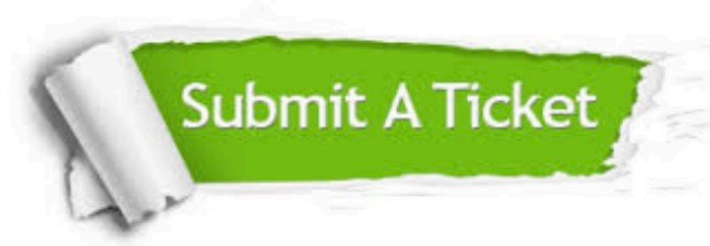
100% Guaranteed Success
100% Money Back Guarantee
365 Days Free Update
Instant Download After Purchase
24x7 Customer Support
Average 99.9% Success Rate
More than 800,000 Satisfied Customers Worldwide
Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications.
You can view Vendor list of All Certification Exams offered:

<https://www.certbus.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.
All trademarks are the property of their respective owners.
Copyright © certbus, All Rights Reserved.