500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

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

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 two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer? (Choose two.)

A. IVR System Prompts

B. Cisco Supervisor Desktop

C. Unified Communications Operating System

D. Cisco Unified Communications Manager

E. Workforce Management

Correct Answer: AC

QUESTION 4

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt.

Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

A. Create Container Prompt

B. Create Generated Prompt

C. Create Language Prompt

D. Create Conditional Prompt

Correct Answer: B

QUESTION 5

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. CCX Application

Correct Answer: BCE

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