500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

Which facility is provided to debug a Cisco Unified CCX 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

QUESTION 2

Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?

A. DNS server

B. NTP server

C. SMTP server

D. CUCM server

Correct Answer: C

QUESTION 3

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

A. Contact Service Queue

B. Skill Groups

C. Resource Groups

D. competence levels

Correct Answer: A

QUESTION 4

In the Expression Editor panel of Cisco Unified CCX 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 5

An organization wants to collect an account number from a customer via IVR prompting. Then, using a keystroke macro, the customer wants to insert the account number into the account number field in the agent\\'s CRM desktop application. The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record.

Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

A. Cisco Unified CCX Standard

B. Cisco Unified CCX Enhanced

C. Cisco Unified CCX Premium

D. Cisco Unified CCX Enterprise

E. Cisco Unified IP IVR

Correct Answer: B

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