



500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

Which step library is included in the license for Cisco Unified CCX Standard?

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

Correct Answer: C

QUESTION 2

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

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

Correct Answer: C

QUESTION 3

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 4

Which of the following is not an input that is required when you install Cisco Unified CCX?

- A. application username



B. platform administrator username

C. IP address

D. default language

E. time zone

Correct Answer: D

QUESTION 5

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

A. 150

B. 200

C. 300

D. 400

Correct Answer: C

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