# 500-051<sup>Q&As</sup>

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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

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

A. 25

B. 50

C. 75

D. 100

Correct Answer: B

## QUESTION 3

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

A. Datastore Control Center

B. trace configuration

C. system parameters

D. Control Center

Correct Answer: B

## QUESTION 4

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash? (Choose three.)

A. Check the Cisco Unified CCX Serviceability Control Center.

B. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.

C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.

D. Check to see if the customer has installed any third-party applications.

E. Talk to the customer about the deployment and usage pattern.

Correct Answer: BCE

**QUESTION 5**

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

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