500-052 Q&As

Cisco Unified Contact Center Express

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QUESTION 1

Which statement is true about the default script field when adding an application?

A. When a caller does not enter a choice in a Menu step, it will execute the default script.

B. Any problems running the configured script will cause the default script to be executed.

C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.

D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Correct Answer: B

QUESTION 2

What is the maximum round-trip time between Cisco Unified Contact Center Express servers in a WAN deployment?

A. 2 ms

B. 10 ms

C. 50 ms

D. 80 ms

Correct Answer: D

QUESTION 3

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 4

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 5

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

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