



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call?

- A. The My Statistics tab hosts the gadget.
- B. The Home tab hosts the gadget.
- C. The Manage Customer tab hosts the gadget.
- D. The gadget to initiate or accept a call is common and is not tied to a specific tab.

Correct Answer: C

QUESTION 2

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- B. in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- C. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- D. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Correct Answer: B

QUESTION 3

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 4



A Cisco Unified CCX deployment is licensed for 120 agent seats, out of which 70 agents log in as chat agents via an independent browser. How many agents will be able to service voice calls via Cisco Agent Desktop in this scenario?

- A. 50
- B. 70
- C. 120
- D. 190

Correct Answer: C

QUESTION 5

Which step library is included in the license for Cisco Unified Contact Center Express Standard?

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

Correct Answer: C

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