



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. the system page on Cisco Unified Contact Center Express Administration
- B. Cisco Desktop Administration
- C. Control Center on Cisco Unified Contact Center Express Service ability
- D. Cisco Unified Communications Operating System Administration

Correct Answer: C

QUESTION 2

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

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

Correct Answer: C

QUESTION 3

Which phones must be associated to the RmCm application user account?

- A. all phones
- B. none, because that user account is not used for phone association
- C. only agent phones that are used with the Cisco Finesse agent desktop
- D. only Cisco Finesse IPPA phones

Correct Answer: C

QUESTION 4

What is the minimum package that is required to develop a custom Cisco Unified Intelligence Center report for a Cisco Unified CCX deployment?

- A. Cisco Unified CCX Premium



- B. Cisco Unified CCX Enhanced
- C. Cisco Unified Intelligence Center Premium
- D. Cisco Unified Intelligence Center Standard

Correct Answer: C

QUESTION 5

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- A. The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.
- B. The layout is associated to the team under Team Resources.
- C. The layout is associated to the CSQ definition.
- D. The layout is associated to the desktop layout under Team Resources.

Correct Answer: A

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