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QUESTION 1

A preview outbound dialer uses which source and destination resources?

A. a CTI port to the customer

B. the ACD line of the agent to the customer

C. the personal line of the agent to the customer

D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

QUESTION 2

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 3

In the Expression Editor panel of Cisco Unified Contact Center Express Script Editor, what are three reasons to use the Java tab? (Choose three.)

A. to invoke a specified method of a custom Java class

B. to reference a variable of a custom Java Object

C. to pass variables between two different workflows

D. to create an object for the purpose of executing methods on a remote computer

E. to get a reference to the Contact and Session states

F. to allow for arguments to be passed to a specified method

Correct Answer: ABF

QUESTION 4

In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social- Miner can be deployed in which location?

A. Internet

B. demilitarized zone

C. corporate network

D. wherever the Cisco Unified CCX server is deployed

Correct Answer: B

QUESTION 5

Which deployment option is invalid for Cisco Unified Contact Center Express?

A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster

B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified Communications Manager clusters

C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager Express router

D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Cisco Unified Communications Manager cluster

Correct Answer: B

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