500-052^{Q&As}

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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. Control Center on Cisco Unified Contact Center Express Serviceability

B. System page on Cisco Unified Contact Center Express Administration

C. Cisco Desktop Administrator

D. Cisco Unified Communications Operating System Administration

Correct Answer: A

QUESTION 2

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 3

How is the default eMail address in the eMail Subsystem Configuration page used?

A. It receives all mail sent in the Send eMail step as a bcc.

B. It is the From address for emails sent by agents using Agent E-mail.

C. It is used if no email contact is specified in the Create eMail step.

D. It becomes the From address in the Send eMail step if no address is specified.

Correct Answer: D

QUESTION 4

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified Contact Center Express site?

A. ASR or TTS servers

B. wallboard server

C. SMTP server

D. enterprise database

Correct Answer: A

QUESTION 5

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