



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

Which two releases require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express? (Choose two.)

- A. minor release
- B. major release
- C. service update
- D. engineering special

Correct Answer: AB

QUESTION 2

The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.)

- A. Plot and view performance data.
- B. Monitor the replication status of historical data store.
- C. Monitor the Cisco Unified CCX CTI port status and take corrective action.
- D. Download log files from Cisco Unified CCX nodes.
- E. Check the number of active calls in the Cisco Unified CCX system.
- F. Monitor the WAN link status.

Correct Answer: ACD

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

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.)

- A. collect trace files
- B. stop and start Cisco Unified CCX services
- C. view syslog messages
- D. perform backup and restore functions
- E. monitor the health of the Cisco Unified CCX system

Correct Answer: ACE

QUESTION 5

Why are CSQs associated to the team definition?

- A. It allows agents to be a part of the CSQ.
- B. It allows the associated supervisors to make modifications to the CSQ.
- C. It designates which CSQ information to display on the supervisor desktop.
- D. It is informational and is used for historical reporting only.

Correct Answer: A

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