



# 500-052<sup>Q&As</sup>

Cisco Unified Contact Center Express

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#### QUESTION 1

Which two Cisco Unified CCX steps should you use if you want to send an HTTP message? (Choose two.)

- A. Write Document
- B. Place Call
- C. Send HTTP Response
- D. Cache Document
- E. Create URL Document

Correct Answer: CD

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#### QUESTION 2

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

- A. Create Container Prompt
- B. Create Generated Prompt
- C. Create Language Prompt
- D. Create Conditional Prompt

Correct Answer: B

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#### QUESTION 3

Which option can perform Call Progress Analysis in outbound IVR?

- A. gateway
- B. Unified CM transcoder
- C. Automatic Speech Recognition server
- D. agent (voice)

Correct Answer: A

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#### QUESTION 4

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)



- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. Unified CCX Application

Correct Answer: BCE

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#### QUESTION 5

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

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