



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

Which information is readable to Cisco Collaboration Software in the cloud?

- A. PII
- B. plain text name value pair
- C. PII and plain text name value pair
- D. No information is readable to Cisco collaboration Software.

Correct Answer: D

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

QUESTION 4

If you use skills-based routing, where is the agent selection criteria defined?

- A. in the Contact Service Queue definition



- B. in the Resource definition
- C. in the Skill definition
- D. in the Skill Group definition

Correct Answer: A

QUESTION 5

Which three components are installed from the Cisco CRS Installer media? (Choose three.)

- A. iPlanet Web Server
- B. Cisco CRS Engine
- C. Cisco Recording
- D. Cisco IP Telephony Windows 2000 Server OS
- E. Cisco Unified CallManager
- F. MS SQL Server

Correct Answer: BCF

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