



500-052^{Q&As}

Cisco Unified Contact Center Express

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QUESTION 1

Which phones must be associated to the RmCm application user account?

- A. all phones
- B. none, because that user account is not used for phone association
- C. only agent phones that are used with the Cisco Finesse agent desktop
- D. only Cisco Finesse IPPA phones

Correct Answer: C

QUESTION 2

An organization wants to collect an account number from a customer via IVR prompting.

Then, using a keystroke macro, the customer wants to insert the account number into the account number field in the agent's CRM desktop application.

The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record.

Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

- A. Cisco Unified CCX Standard
- B. Cisco Unified CCX Enhanced
- C. Cisco Unified CCX Premium
- D. Cisco Unified CCX Enterprise
- E. Cisco Unified IP IVR

Correct Answer: B

QUESTION 3

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Correct Answer: A



QUESTION 4

What is the purpose of relative filters?

- A. generate historical and real-time reports for the previous week
- B. generate historical time reports for the previous week
- C. filter spam emails from reaching the email queues
- D. report on previous port usage

Correct Answer: B

QUESTION 5

What is the maximum number of contacts that Cisco Finesse supports in a phone book?

- A. 2000
- B. 1500
- C. 500
- D. 300

Correct Answer: B

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