500-052^{Q&As}

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Cisco Unified Contact Center Express

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QUESTION 1

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express Standard deployment?

A. 150

B. 200

C. 300

D. 400

Correct Answer: C

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

QUESTION 3

Which three tasks can an agent perform using email? (Choose three.)

A. save the response as a draft

B. send the response to the supervisor for review

C. transfer the email to another CSQ

D. transfer the email to another agent

E. mark the email as urgent

F. mark the email as junk

Correct Answer: ABC

QUESTION 4

Which facility is provided to debug a Cisco Unified Contact Center Express script live with a real voice call?

A. Cisco Unified Contact Center Express Editor

B. Reactive Debugging

C. Accept Step

D. Proactive Debugging

Correct Answer: B

QUESTION 5

Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?

A. DNS server

B. NTP server

C. SMTP server

D. CUCM server

Correct Answer: C

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