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Unified Communications Contact Center Express Implementation(UCCX)

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QUESTION 1

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 2

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.

B. Save a script in repository.

C. Insert breakpoints in a script.

D. Create final variables.

E. Export a script to XML format.

Correct Answer: BCD

QUESTION 3

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

A. in the Cisco Supervisor Desktop

B. in CSQ configuration on Application Administration

C. in workflow groups on Cisco Desktop Work Flow Administrator

D. in resource configuration on Application Administration

Correct Answer: C

QUESTION 4

If an existing script is uploaded to the Cisco Unified CCX, what does Cisco Unified CCX ask?

A. Do you want to debug the script?

B. Do you want to refresh the script?

C. Do you want to save the application?

D. Do you want to validate the script?

Correct Answer: B

QUESTION 5

Which two steps check out a database connection from the connection pool? (Choose two.)

A. DB Get

B. DB Read

C. DB Write

D. DB Release

Correct Answer: BC