



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

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

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### QUESTION 2

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

- A. Phone1 is the only mandatory field.
- B. Up to three custom fields can be added.
- C. List filtering for "Do Not Call" is unsupported.
- D. When records have matching phone numbers, only one record is created.
- E. Imports can be automatically executed on a weekly basis.

Correct Answer: ACD

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### QUESTION 3

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

- A. Delete a resource group.
- B. Remove a skill from a CSQ.
- C. Enable automatic work on a CSQ.
- D. Modify the skill competence level of an agent.
- E. Create a resource.
- F. Delete a skill

Correct Answer: BCD

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#### QUESTION 4

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

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#### QUESTION 5

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 6

What is the maximum number of agents that can be supported by Cisco Unified Contact Center Express when deployed with Cisco Unified Communications Manager?

- A. 50
- B. 150
- C. 300
- D. 400

Correct Answer: C

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#### QUESTION 7



In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

Correct Answer: D

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#### QUESTION 8

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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#### QUESTION 9

Which two resource selection criteria are available for a chat Contact Service Queue? (Choose two.)

- A. Longest available
- B. Least skilled
- C. Most handled contacts
- D. Most skilled
- E. random

Correct Answer: AD

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#### QUESTION 10

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

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#### QUESTION 11

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Correct Answer: B

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#### QUESTION 12

Which statement is true about Cisco Context Service?

- A. A POD can map to multiple fieldsets.
- B. A POD can map to a fieldset.
- C. The runtime connector is responsible for account and password management
- D. Every customer is mapped to a maximum of one POD.

Correct Answer: B

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#### QUESTION 13

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

- A. iPlanet Web Server
- B. Cisco Unified CCX Engine
- C. Cisco Unified Operations Manager
- D. Cisco Unified Communications Manager
- E. Recording Component
- F. Informix DB

Correct Answer: BEF

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#### QUESTION 14

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

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#### QUESTION 15

A preview outbound dialer uses which source and destination resources?

- A. a CTI port to the customer
- B. the ACD line of the agent to the customer
- C. the personal line of the agent to the customer
- D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

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