



# 500-051<sup>Q&As</sup>

Unified Communications Contact Center Express Implementation

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**QUESTION 1**

Which subsystem processes connections between the Cisco Unified CCX server and the enterprise databases?

- A. Media
- B. Unified CM Telephony
- C. Database
- D. Configuration Data Store

Correct Answer: C

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**QUESTION 2**

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash? (Choose three.)

- A. Check the Cisco Unified CCX Serviceability Control Center.
- B. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
- C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D. Check to see if the customer has installed any third-party applications.
- E. Talk to the customer about the deployment and usage pattern.

Correct Answer: BCE

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**QUESTION 3**

What is the maximum number of agent web chat sessions that is supported on the highest class server?

- A. 25
- B. 50
- C. 75
- D. 100

Correct Answer: B

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**QUESTION 4**

Which step library is included in the license for Cisco Unified CCX Standard?



- A. ICM steps
- B. email steps
- C. document steps
- D. database steps

Correct Answer: C

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#### QUESTION 5

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center

Correct Answer: B

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