



500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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**QUESTION 1**

A customer purchases 200 Cisco Unified CCX Premium agent seats.

Which two additional items must the customer purchase to be able to run a 30-port outbound IVR campaign? (Choose two.)

- A. 30 outbound IVR ports
- B. 15 agent seats
- C. gateway
- D. router

Correct Answer: AC

QUESTION 2

Which three tasks are required to deploy a Cisco Unified CCX application? (Choose three.)

- A. create a trigger
- B. upload script to repository
- C. restart the Cisco Unified CCX Engine
- D. specify the maximum number of sessions
- E. configure default session timeout

Correct Answer: ABD

QUESTION 3

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 4

Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration?
(Choose two.)

- A. Assign a contact list to a CSQ.
- B. Assign a contact list to a workflow group.
- C. Assign an SME to a contact list.
- D. Assign a contact list to a skill.
- E. Assign an SME to a CSQ.

Correct Answer: BC

QUESTION 5

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. No Data

Correct Answer: C

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