

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

Cisco Unified Contact Center Express

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**QUESTION 1**

If you use skills-based routing, where is the agent selection criteria defined?

- A. in the Contact Service Queue definition
- B. in the Resource definition
- C. in the Skill definition
- D. in the Skill Group definition

Correct Answer: A

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**QUESTION 2**

Which action enables a contact center supervisor to access and monitor live data reports for multiple teams?

- A. Take no action, because a supervisor cannot monitor more than one team.
- B. Assign the supervisor as primary superior for one of the teams and as secondary supervisor for other relevant teams.
- C. Assign the supervisor as primary supervisor for all the relevant teams.
- D. Add the supervisor as a member of all the relevant teams.

Correct Answer: C

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**QUESTION 3**

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

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**QUESTION 4**

In the Expression Editor panel of Cisco Unified Contact Center Express Script Editor, what are three reasons to use the Java tab? (Choose three.)

- A. to invoke a specified method of a custom Java class

- B. to reference a variable of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer
- E. to get a reference to the Contact and Session states
- F. to allow for arguments to be passed to a specified method

Correct Answer: ABF

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**QUESTION 5**

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

- A. chat with an SME
- B. send an email to an SME
- C. send enterprise data to an SME
- D. transfer a call to an SME
- E. start a Cisco WebEx session with an SME

Correct Answer: ACD

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