

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

Cisco Unified Contact Center Express

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**QUESTION 1**

In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social- Miner can be deployed in which location?

- A. Internet
- B. demilitarized zone
- C. corporate network
- D. wherever the Cisco Unified CCX server is deployed

Correct Answer: B

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**QUESTION 2**

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 3**

Which tool allows partners to perform these actions?

- a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration)
  - b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-toquality bid assurance process)
- A. Cisco Solution Expert Tool
  - B. Cisco Unified CCX Sizing Tool
  - C. Cisco Unified Expert Advisor Tool
  - D. Cisco Unified Communications Sizing Tool

Correct Answer: D

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**QUESTION 4**

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

- A. Create Container Prompt
- B. Create Generated Prompt
- C. Create Language Prompt
- D. Create Conditional Prompt

Correct Answer: B

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**QUESTION 5**

Which option enables you to monitor previous agent seat license usage?

- A. traffic analysis historical report
- B. port and agent seat utilization historical report in Cisco Unified Intelligence Center
- C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool
- D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real-Time Monitoring Tool

Correct Answer: B

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