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

Cisco Unified Contact Center Express

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**QUESTION 1**

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

A. IPC Resource Calculator

B. CTI Port Calculator

C. Cisco Unified Communications Sizing Tool

D. Cisco Unified CCX Applications Administration

Correct Answer: C

**QUESTION 2**

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

**QUESTION 3**

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

**QUESTION 4**

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.)

A. collect trace files

B. stop and start Cisco Unified CCX services

C. view syslog messages

D. perform backup and restore functions

E. monitor the health of the Cisco Unified CCX system

Correct Answer: ACE


**QUESTION 5**

Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

A. Media

B. Unified CM Telephony

C. Database

D. Configuration Data Store

Correct Answer: C


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