

Exam Code: 500-051

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**Exam Name: Unified Communications Contact Center Express Implementation –
UCCX**

Passguide

QUESTION 1

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

A preview outbound dialer uses which source and destination resources?

- A. a CTI port to the customer
- B. the ACD line of the agent to the customer
- C. the personal line of the agent to the customer
- D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

- A. 50
- B. 150
- C. 300
- D. 400

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

- A. 150
- B. 200
- C. 300
- D. 400

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:



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QUESTION 6

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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified CCX site?

- A. ASR or TTS servers
- B. wallboard server
- C. SMTP server
- D. enterprise database

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

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 UCCX server is deployed

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

Which of the following is not an input that is required when you install Cisco Unified CCX?

- A. application username
- B. platform administrator username
- C. IP address
- D. default language
- E. time zone

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC

E. Cisco Unified CCX version

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

What information from the first node is used as the secret key during second node installation?

- A. administrator password
- B. application user password
- C. security password
- D. IP address

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.)

- A. Create URL Document
- B. Write Document
- C. Cache Document
- D. Send Http Response

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which type of information is available from the Cisco Unified Contact Center Express Control Center?

- A. database replication status
- B. system parameters configuration
- C. date and time of most recent failure
- D. Cisco Unified Communications Manager cluster status

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Which Cisco Unified Contact Center Express platform set supports the use of an embedded Internet browser within the Cisco Agent Desktop?

- A. Premium only
- B. Enhanced and Premium only
- C. Standard, Enhanced, and Premium
- D. Cisco Unified Contact Center Express does not support an embedded Internet browser

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

Which facility is provided to debug a Cisco Unified CCX 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.)

- A. Plot and view performance data.
- B. Monitor the replication status of historical data store.
- C. Monitor the Cisco Unified CCX CTI port status and take corrective action.
- D. Download log files from Cisco Unified CCX nodes.
- E. Check the number of active calls in the Cisco Unified CCX system.
- F. Monitor the WAN link status.

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

What is the purpose of relative filters?

- A. generate historical and real-time reports for the previous week
- B. generate historical time reports for the previous week
- C. filter spam emails from reaching the email queues
- D. report on previous port usage

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



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