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Question 1

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Question 2

Question Type: MultipleChoice

A preview outbound dialer uses which source and destination resources?

Options:

- A- the personal line of the agent to the customer
- B- the ACD line of the agent to the customer
- C- a CTI port the agent this is redirected to the customer
- D- a CTI port the customer

Answer:

B

Question 3

Question Type: MultipleChoice

Which phones must be associated to the RmCm application user account?

Options:

- A- all phones
- B- none, because that user account is not used for phone association
- C- only agent phones that are used with the Cisco Finesse agent desktop
- D- only Cisco Finesse IPPA phones

Answer:

C

Question 4

Question Type: MultipleChoice

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

Options:

- A- 2 ms

- B- 50ms
- C- 10 ms
- D- 80 ms

Answer:

D

Question 5

Question Type: MultipleChoice

Which two Cisco Unified CCX steps should you use if you want to send an HTTP message? (Choose two.)

Options:

- A- Write Document
- B- Place Call
- C- Send HTTP Response
- D- Cache Document

E- Create URL Document

Answer:

C, D

Question 6

Question Type: MultipleChoice

What is the purpose of relative filters?

Options:

A- to report on previous port usage

B- to generate historical and real-time reports for the previous week

C- to filter spam emails from reaching the email queues

D- to generate historical time reports for the previous week

Answer:

B

Question 7

Question Type: MultipleChoice

Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call?

Options:

- A- The My Statistics tab hosts the gadget.
- B- The Home tab hosts the gadget.
- C- The Manage Customer tab hosts the gadget.
- D- The gadget to initiate or accept a call is common and is not tied to a specific tab.

Answer:

C

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