

# Free Questions for 500-052 by actualtestdumps

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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

### **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:**

В

# **Question 3**

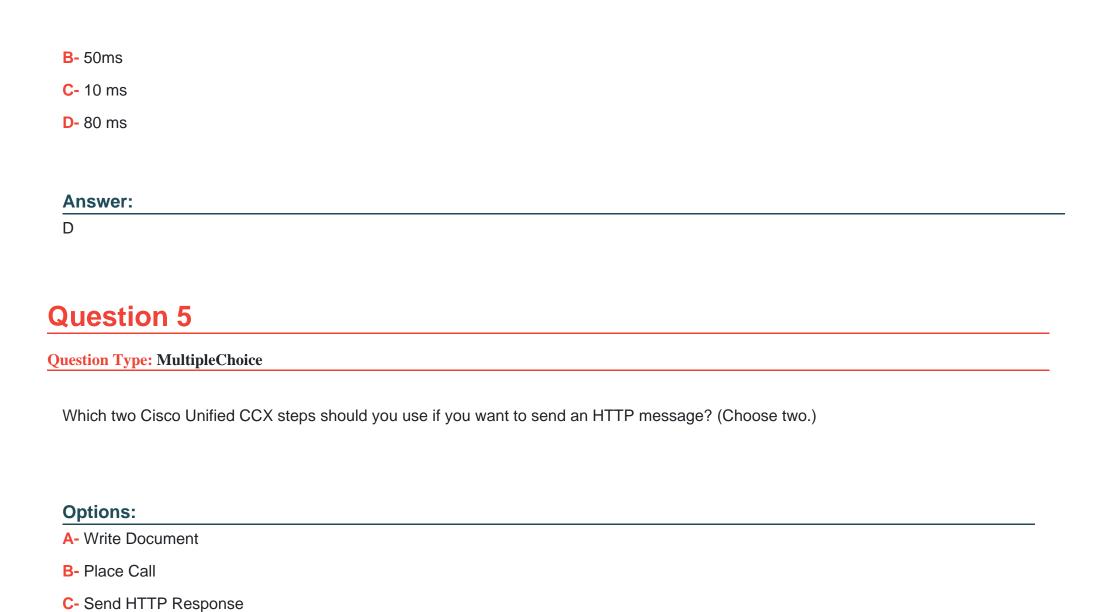
**Question Type:** MultipleChoice

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



**D-** Cache Document

E- Create URL Document	
Answer:	
C, D	
Question 6	
uestion 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:	

### **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:**

С

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