



Free Questions for 500-052 by certscare

Shared by Calhoun on 29-01-2024

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Question 1

Question Type: MultipleChoice

Which action enables a contact center supervisor to access and monitor live data reports for multiple teams?

Options:

- A- Take no action, because a supervisor cannot monitor more than one team.
- B- Assign the supervisor as primary superior for one of the teams and as secondary supervisor for other relevant teams.
- C- Assign the supervisor as primary supervisor for all the relevant teams.
- D- Add the supervisor as a member of all the relevant teams.

Answer:

C

Question 2

Question Type: MultipleChoice

Which facility is provided to debug a Cisco Unified Contact Center Express script live with a real voice call?

Options:

- A- Accept Step
- B- Proactive Debugging
- C- Cisco Unified Contact Center Express Editor
- D- Reactive Debugging

Answer:

D

Question 3

Question Type: MultipleChoice

Which two resource selection criteria are available for a chat Contact Service Queue? (Choose

Options:

- A- Longest available
- B- Least skilled
- C- Most handled contacts
- D- Most skilled

Answer:

A, D

Question 4

Question Type: MultipleChoice

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

Options:

- A- Skill Groups

- B- Competence levels
- C- Contact Service Queue
- D- Resource Group

Answer:

C

Question 5

Question Type: MultipleChoice

Which three tasks are required to deploy a Cisco Unified Contact Center Express application? (Choose three.)

Options:

- 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

Answer:

A, B, D

Question 6

Question Type: MultipleChoice

Why are CSQs associated to the team definition?

Options:

- A-** It allows agents to be a part of the CSQ.
- B-** It allows the associated supervisors to make modifications to the CSQ.
- C-** It designates which CSQ information to display on the supervisor desktop.
- D-** It is informational and is used for historical reporting only.

Answer:

A

Question 7

Question Type: MultipleChoice

Which three things cannot be validated by using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

Options:

- A-** number of silent-monitoring and remote-monitoring sessions
- B-** bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment
- C-** number of historical reporting sessions
- D-** bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX
- E-** number of ASR and TTS ports
- F-** bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Answer:

B, D, F

Question 8

Question Type: MultipleChoice

What enables you to monitor past agent seat license usage?

Options:

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

Answer:

B

Question 9

Question Type: MultipleChoice

A customer purchases 200 Cisco Unified Center Express Premium agent seats In order to run a 30-port outbound IVR campaign, which two addition items must the customer purchase?

Options:

- A- a router
- B- a gateway
- C- 30 outbound IVR ports
- D- 30 agent seats
- E- 15 agent seats

Answer:

B, C

Question 10

Question Type: MultipleChoice

Which interface is used to configure debug parameters for log files?

Options:

- A- System Parameters
- B- Trace Configuration
- C- Control Center
- D- Datastore Control Center

Answer:

B

Question 11

Question Type: MultipleChoice

The Agent email feature is available in which Cisco Unified Contact Center Express packages?

Options:

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

Answer:

C

Question 12

Question Type: MultipleChoice

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

Options:

- A- date and time of most recent service status

B- Cisco Unified Communications Manager cluster status

C- system parameters configuration

D- database replication status

Answer:

A

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