Question 1

In Cisco Unified Contact Center Express, when a variable in the application editor is defined as a parameter, which statement is true?

Options:

A- The variable can be used to pass data to and from VoiceXML applications.

B- The value for that variable is defined by the calling application.

C- The value for that variable can be supplied through the Application Management menu in Cisco Unified CCX Administration

D- The variable can be used to pass data to and from subflows.

E- The variable can be used in conditional steps.

Answer:

B

Question 2

Which server cannot be configured during the installation phase when installing Cisco Unified Contact Center Express on Cisco Unified Computing System servers?

Options:

A- Cisco Unified Communications Manager server

B- DNS server

C- NTP server

D- SMTP server

Answer:

D

Question 3

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

Options:

A- The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.

B- The layout is associated to the team under Team Resources.

C- The layout is associated to the CSQ definition.

D- The layout is associated to the desktop layout under Team Resources.

Answer:

A

Question 4

Question Type: **MultipleChoice**

Which tool enables partners to perform the following actions?

a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, and so on) of a target Cisco Unified Contact Center Express configuration

b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-to-quality bid assurance process)

Options:

A- Cisco Solution Expert Tool

B- Cisco Unified CCX Sizing Tool

C- Cisco Unified Communications Sizing Tool

D- Cisco Unified t Expert Advisor Tool

Answer:

C

Question 5

Question Type: MultipleChoice

In Cisco Unified Contact Center Express Serviceability, what is the status of the database subsystem on the Control Center page, if the database subsystem in not configured?

Options:

A- shut down

B- out of service

C- partial service

D- not configured

Answer:

D

Question 6

Question Type: MultipleChoice

Which statement is true about Cisco Context Service?

Options:

A- A POD can map to multiple fieldsets.

B- A POD can map to a fieldset.

C- The runtime connector is responsible for account and password management

D- Every customer is mapped to a maximum of one POD.

Answer:

B

Question 7

Question Type: MultipleChoice

Which two Cisco Unified CCX steps invoke another Unified CCX application script? (Choose two.)

Options:

A- Cache Document

B- Trigger Application

C- On Exception Goto

D- Call Subflow

E- Connect

Answer:

B, D