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Shared by Terry on 15-04-2024

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Question 1

Question Type: MultipleChoice

The Cisco Unified Contact Center Installer automatically installs which two features on the Cisco Unified Contact Center Express server?
(Choose two)

Options:

- A- Cisco Unified Communications Manager
- B- Cisco Unified Communications Operating System
- C- IVR System Prompts
- D- Workforce Management
- E- Cisco Supervisor Desktop

Answer:

B, C

Question 2

Question Type: MultipleChoice

If you use skills-based routing, where is the agent selection criteria defined?

Options:

- A- in the Contact Service Queue definition
- B- In the Resource definition
- C- in the Skill definition
- D- in the Skill Group definition

Answer:

A

Question 3

Question Type: MultipleChoice

You are designing a Cisco Unified Contact Center Express system with these four requirements

- * 250 configured agents
- * a maximum of 150 agents that are logged in at any time
- * 30 agents that are able to make outbound calls
- * 20 agents that are able to answer emails

How many premium seats should you purchase?

Options:

- A-** 150
- B-** 200
- C-** 180
- D-** 250

Answer:

A

Question 4

Question Type: MultipleChoice

An organization wants to collect an account number from a customer via IVR prompting. Then the customer wants to use a keystroke macro to insert the account number into the account number field in the agent CRM desktop application. The keystroke macro will also initiate the CRM desktop application and execute a database lookup from the CRM database server, in order to retrieve the customer record.

Which product provides these capabilities at the lowest cost?

Options:

- A-** Cisco Unified IP IVR
- B-** Cisco Unified CCX Standard
- C-** Cisco Unified CCX Enterprise
- D-** Cisco Unified CCX Premium
- E-** Cisco Unified CCX Enhanced

Answer:

E

Question 5

Question Type: MultipleChoice

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

Options:

- A- the system page on Cisco Unified Contact Center Express Administration
- B- Cisco Desktop Administration
- C- Control Center on Cisco Unified Contact Center Express Service ability
- D- Cisco Unified Communications Operating System Administration

Answer:

C

Question 6

Question Type: MultipleChoice

What is the maximum number of contacts that Cisco Finesse supports in a phone book?

Options:

A- 2000

B- 1500

C- 500

D- 300

Answer:

B

Explanation:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1001/user/guide/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001_chapter_0101.html

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