

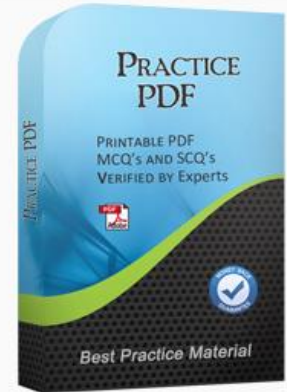
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Exam : **500-052**

Title : Deploying Cisco Unified
Contact Center Express

Vendor : Cisco

Version : DEMO

NO.1 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?

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

Answer: C D

Explanation

The customer must purchase 30 outbound IVR ports and 30 agent seats in addition to the 200 Cisco Unified Center Express Premium agent seats. The outbound IVR ports are required to run the outbound IVR campaign, which can make outbound calls to customers and play prerecorded messages or collect customer inputs. The agent seats are required to handle the outbound calls that are transferred to agents based on the customer's choice or the campaign configuration. The outbound IVR ports and the agent seats are licensed separately and are not included in the Premium agent seats1, page

2-3, 2, page 4-1. References: Solution Design Guide for Cisco Unified Contact Center Express, Release 12.5 (1) SU1, Cisco Unified Contact Center Express Features Guide, Release 12.5 (1)

NO.2 Which criterion can be used to control supervisor workflows?

- A. length of time an agent is in the NotReady state
- B. number of agents logged in
- C. number of calls abandoned
- D. duration of oldest call in queue

Answer: D

Explanation

Supervisor workflows are a feature of Cisco Finesse that allow supervisors to automate certain actions based on predefined criteria. For example, a supervisor can configure a workflow to send an email notification, play a sound, or launch a web page when a certain condition is met. The criteria that can be used to control supervisor workflows are based on the statistics of the skill groups or queues that the supervisor monitors. One of the criteria that can be used is the duration of the oldest call in queue, which indicates how long the longest waiting call has been in the queue. This criterion can help supervisors identify situations where the service level is not being met or the queue is overloaded, and take appropriate actions to resolve them. The other options, such as the length of time an agent is in the NotReady state, the number of agents logged in, or the number of calls abandoned, are not valid criteria for supervisor workflows. References: Cisco Unified Contact Center Express Administration and Operations Guide, Release 12.5 (1) SU2, Cisco Supervisor Desktop

NO.3 Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Answer: B C

Explanation

The two steps that check out a database connection from the connection pool are DB Read and DB Write. The DB Read step executes a SQL query on a database and returns the result in a ResultSet variable. The DB Write step executes a SQL update, insert, or delete statement on a database and returns the number of rows affected. Both steps require a database connection to perform their operations. The database connection is checked out from the connection pool when the step is executed and checked back in when the step is completed¹, pages 4-8 and 4-9. The following steps do not check out a database connection from the connection pool:

DB Get: This step retrieves a database connection from the connection pool and stores it in a DB Connection variable. The step does not execute any SQL statement on the database. The database connection remains checked out until it is explicitly released by the DB Release step¹, page 4-7.

DB Release: This step releases a database connection that was previously checked out by the DB Get step. The step does not execute any SQL statement on the database. The database connection is returned to the connection pool and becomes available for other steps to use¹, page 4-10. References: Cisco Unified Contact Center Express Editor Step Reference Guide, Release 11.6(2)

NO.4 What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Answer: D

Explanation

The maximum round-trip time (RTT) between Cisco Unified CCX servers in a WAN deployment is 80 ms. This is the network requirement for deploying Unified CCX high availability over WAN, which provides site redundancy. The RTT is the time it takes for a packet to travel from one node to another and back. If the RTT exceeds 80 ms, the Unified CCX servers may not be able to communicate properly and failover may occur. The RTT can be verified by using an extended ping command on the network device closest to the Unified CCX servers, such as the access switch. The ping command should set the Layer 3 type of service (ToS) bits to ensure that the packet is sent on the same QoS-enabled path as the WAN traffic. References := Solution Design Guide for Cisco Unified Contact Center Express, Release

12.5 (1) SU2, page 10-2. Solution Design Guide for Cisco Unified Contact Center Express, Release 11.5 (1), page 10-2.

NO.5 Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

- A. Delete a resource group.
- B. Remove a skill from a CSQ.
- C. Enable automatic work on a CSQ.
- D. Modify the skill competence level of an agent.
- E. Create a resource.
- F. Delete a skill

Answer: B C D

Explanation

A supervisor who does not have administrative privilege can perform the following Cisco Unified Contact Center Express Application Administration tasks:

Remove a skill from a CSQ: A skill is a competency that an agent possesses, such as language, product knowledge, or technical expertise. A Contact Service Queue (CSQ) is a logical grouping of agents based on their skills. A supervisor can remove a skill from a CSQ by using the Cisco Unified CCX Administration web interface and navigating to Subsystems > RmCm > Contact Service Queues. For more information on how to remove a skill from a CSQ, see the Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1), Chapter: Unified CCX Application Configuration, Section: Contact Service Queues.

Enable automatic work on a CSQ: Automatic work is a feature that allows agents to automatically enter the work state after they finish a call or chat. This prevents the agents from receiving new contacts until they are ready. A supervisor can enable automatic work on a CSQ by using the Cisco Unified CCX Administration web interface and navigating to Subsystems > RmCm > Contact Service Queues. For more information on how to enable automatic work on a CSQ, see the Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1), Chapter: Unified CCX Application Configuration, Section: Contact Service Queues.

Modify the skill competence level of an agent: The skill competence level is a numerical rating that indicates the proficiency of an agent in a certain skill. The skill competence level can range from 1 (lowest) to 10 (highest). A supervisor can modify the skill competence level of an agent by using the Cisco Unified CCX Administration web interface and navigating to Subsystems > RmCm > Resources. For more information on how to modify the skill competence level of an agent, see the Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1), Chapter: Unified CCX Application Configuration, Section: Resources.

The following tasks cannot be performed by a supervisor who does not have administrative privilege:

Delete a resource group: A resource group is a collection of agents who share common characteristics, such as location, function, or availability. A resource group can be used to organize agents for reporting and administration purposes. Only an administrator can delete a resource group by using the Cisco Unified CCX Administration web interface and navigating to Subsystems > RmCm > Resource Groups. For more information on how to delete a resource group, see the Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1), Chapter: Unified CCX Application Configuration, Section: Resource Groups.

Create a resource: A resource is an entity that can handle customer contacts, such as an agent, a supervisor, or an IVR port. A resource can be associated with one or more resource groups, teams, and skills. Only an administrator can create a resource by using the Cisco Unified CCX Administration web interface and navigating to Subsystems > RmCm > Resources. For more information on how to create a resource, see the Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1), Chapter: Unified CCX Application Configuration, Section: Resources.

Delete a skill: A skill is a competency that an agent possesses, such as language, product knowledge, or technical expertise. A skill can be assigned to one or more agents and CSQs. Only an administrator can delete a skill by using the Cisco Unified CCX Administration web interface and navigating to Subsystems > RmCm > Skills. For more information on how to delete a skill, see the Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1), Chapter:

Unified CCX Application Configuration, Section: Skills. References:

Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1)

[Deploying Cisco Unified Contact Center Express (UCCXD) v6.0]5

NO.6 The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Answer: A B C

Explanation

The Cisco Unified CCX license MAC is generated based on the hostname, IP address, and gateway address of the Unified CCX server. These are some of the system parameters that affect the license MAC, which is different from the physical MAC address of the system. Changing any of these parameters can invalidate the current license files. The Cisco Unified CCX version and the physical MAC are not used to generate the license MAC. References := Cisco Unified Contact Center Express Installation and Upgrade Guide, Release 12.5(1), Deploying Cisco Unified Contact Center Express (UCCXD) v6.0 Course Outline

NO.7 Which phones must be associated to the RmCm application user account?

- 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

Explanation

The correct answer is C. Only agent phones that are used with the Cisco Finesse agent desktop must be associated to the RmCm application user account. The RmCm application user account is a special user account that is created by Cisco Unified Contact Center Express (UCCX) during the initial setup and is used to control and monitor the agent phones through the Computer Telephony Integration (CTI) interface. The RmCm application user account must have the Standard CTI Enabled and Standard CTI Allow Control of Phones supporting Connected Xfer and conf user roles, and must have the agent phones associated as controlled devices. This allows the UCCX to perform actions such as logging in and out agents, changing agent states, making and receiving calls, transferring and conferencing calls, and sending and receiving enterprise data¹.

The other options are not correct because:

A). All phones must be associated to the RmCm application user account. This is false because not all phones need to be controlled and monitored by UCCX. Only the phones that are used by the agents who log in to the Cisco Finesse agent desktop need to be associated to the RmCm application user account. Other phones, such as supervisor phones, IVR phones, or non-UCCX phones, do not need to be associated to the RmCm application user account².

B). None, because that user account is not used for phone association. This is false because the RmCm application user account is used for phone association. The RmCm application user account is the user account that UCCX uses to communicate with the Cisco Unified Communications Manager (CUCM) and control the agent phones. Without phone association, the RmCm application user account cannot perform the CTI functions that are required for the UCCX features¹.

D). Only Cisco Finesse IPPA phones must be associated to the RmCm application user account. This is false because Cisco Finesse IPPA phones are not supported by UCCX. Cisco Finesse IPPA is a feature that allows agents to use the Cisco IP Phone Agent (IPPA) service to log in to the Cisco Finesse server and access the Cisco Finesse agent desktop features. However, this feature is only available for Cisco Unified Contact Center Enterprise (UCCE), not for UCCX. UCCX agents can only use the Cisco Finesse agent desktop web interface or the Cisco Agent Desktop (CAD) application to log in and access the UCCX features³.

References: 1: Cisco Unified Contact Center Express Administration Guide, Release 12.5(1) - Cisco Applications Configuration [Cisco Unified Contact Center Express] - Cisco 2: Cisco Unified Contact Center Express Solution Reference Network Design, Release 12.5(1) - Unified CCX Deployment Models [Cisco Unified Contact Center Express] - Cisco 3: Cisco Finesse Installation and Upgrade Guide, Release 12.5(1) - Cisco Finesse IPPA [Cisco Finesse] - Cisco

NO.8 Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Answer: A

Explanation

Control Center on Cisco Unified Contact Center Express Serviceability Comprehensive and Detailed Explanation: The Control Center on Cisco Unified Contact Center Express Serviceability is a web-based interface that allows you to start, stop, and restart Cisco Unified CCX services. You can also view the status of each service and the server on which it is running. The Control Center is accessible from the Navigation drop-down list on the Cisco Unified CCX Serviceability page. You can select either Network Services or Feature Services to manage the corresponding services. References: Cisco Unified Contact Center Express Operations Guide, Release 11.5 (1) - Cisco Unified CCX Serviceability¹, Serviceability Tools¹

NO.9 What is the maximum number of contacts that Cisco Finesse supports in a phone book?

- A. 2000
- B. 1500
- C. 500
- D. 300

Answer: B

Explanation

According to the Cisco Finesse Administration Guide, Release 12.0 (1), Finesse supports the following number of phone books:

10 global phone books

300 team phone books The system supports a total of 50,000 contacts. The total number of contacts per agent across all phone books is limited to 1500¹. This means that an agent can access up to 1500 contacts from the phone books that are assigned to them. If an agent has more than 1500 contacts, only the first 1500 will be loaded and displayed on the Finesse out of the box phone book gadget². If a custom gadget is built using the Finesse API, it can show all the contacts by using the range feature of the API and grabbing 1500 increments³. References:

1: Cisco Finesse Administration Guide, Release 12.0 (1) - Manage Phone Books [Cisco Finesse]

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Cisco(https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_

2: Finesse Phone Book Limitation - Cisco

Community(<https://community.cisco.com/t5/contact-center/finesse-phone-book-limitation/td-p/3480616>)

3: Finesse Phone Book Import API and Limitations - Cisco

Community(<https://community.cisco.com/t5/contact-center/finesse-phone-book-import-api-and-limitations>)