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**Vendor:**Cisco

**Exam Code:**500-052

**Exam Name:**Cisco Unified Contact Center Express

**Version:**Demo

**QUESTION 1**

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

Correct Answer: A

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**QUESTION 2**

Which statement is true about the ability to look up customers in Cisco Context Service?

- A. Exactly one customer object is returned, based on the search parameters that are provided
- B. If more than one customer object is found, a failure is returned, based on the search parameters that are provided.
- C. An array of customer objects is returned, based on the search parameters that are provided.
- D. Cisco Context Service does not provide the ability to look up customers.

Correct Answer: C

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**QUESTION 3**

Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call?

- 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.

Correct Answer: C

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**QUESTION 4**

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

- A. one language for both the CAD and the CSD
- B. one language for the CAD and a different language for the CSD

C. two languages for the CAD and one language for the CSD

D. two languages for both the CAD and the CSD

Correct Answer: A

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#### **QUESTION 5**

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

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

Correct Answer: C

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#### **QUESTION 6**

In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social- Miner can be deployed in which location?

A. Internet

B. demilitarized zone

C. corporate network

D. wherever the Cisco Unified CCX server is deployed

Correct Answer: B

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#### **QUESTION 7**

What is the maximum number of agents that can be supported by Cisco Unified Contact Center Express when deployed with Cisco Unified Communications Manager?

A. 50

B. 150

C. 300

D. 400

Correct Answer: C

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**QUESTION 8**

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

- 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.

Correct Answer: C

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**QUESTION 9**

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

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

Correct Answer: BC

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**QUESTION 10**

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

Correct Answer: C

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**QUESTION 11**

Which Cisco Unified Contact Center Express platform set supports the use of an embedded Internet browser within the Cisco Agent Desktop?

- A. Premium only
- B. Enhanced and Premium only
- C. Standard, Enhanced, and Premium
- D. Cisco Unified Contact Center Express does not support an embedded Internet browser

Correct Answer: A

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#### **QUESTION 12**

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

- 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

Correct Answer: ABD