500-051 49 Questions Unified Communications Contact Center Express Implementation

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Question 1
Which action would you take to convert a high availability over LAN deployment to high availability over WAN?
Which action would you take to convert a high availability over LAN deployment to high availability over WAN?
A. Apply a "Warm Standby" license.
B. Apply a "WAN Standby" license.
C. Do a fresh installation of the whole system as high availability over WAN.
D. Reinstall second Cisco Unified CCX node and add it to cluster over WAN.

Correct Answer: D
Explanation/Reference:
Explanation:

Question 2
What is the purpose of relative filters?
What is the purpose of relative filters?
A. generate historical and real-time reports for the previous week
B. generate historical time reports for the previous week
C. filter spam emails from reaching the email queues
D. report on previous port usage

Correct Answer: B
Explanation/Reference:
Explanation:
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Question 3
Which option enables you to monitor previous agent seat license usage?
Which option enables you to monitor previous agent seat license usage?
A. traffic analysis historical report
B. port and agent seat utilization historical report in Cisco Unified Intelligence Center
C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool
D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real-Time

Monitoring Tool

Correct Answer: B
Explanation/Reference: 
Explanation:

Question 4
The Cisco Unified Real-Time Monitoring Tool enables you to do which three options?
The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.)
A. Plot and view performance data.
B. Monitor the replication status of historical data store.
C. Monitor the Cisco Unified CCX CTI port status and take corrective action.
D. Download log files from Cisco Unified CCX nodes.
E. Check the number of active calls in the Cisco Unified CCX system.
F. Monitor the WAN link status.

Correct Answer: ACD
Explanation/Reference: 
Explanation:

Question 5
Which three options when troubleshooting a Cisco Unified CCX engine “Java out of memory” crash?
You should perform which three options when troubleshooting a Cisco Unified CCX engine “Java out of memory” crash? (Choose three.)
A. Check the Cisco Unified CCX Serviceability Control Center.
B. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
D. Check to see if the customer has installed any third-party applications.
E. Talk to the customer about the deployment and usage pattern.

Correct Answer: BCE
Explanation/Reference: 
Explanation:

Question 6
Which two Cisco Unified CCX tools?
Historical reports can be generated using which two Cisco Unified CCX tools? (Choose two.)
A. Historical Reports Data Store
B. Historical Reporting Client
C. Cisco Unified Intelligence Center
D. Cisco Supervisor Desktop

Correct Answer: BC
Explanation/Reference: 
Explanation:

Question 7
Which facility is provided to debug a Cisco Unified CCX script live with a real voice call?
A. Cisco Unified Contact Center Express Editor
B. Reactive Debugging
C. Accept Step
D. Proactive Debugging

Correct Answer: B
Explanation/Reference:
Explanation:

**Question 8**
Which three tasks can an agent perform using email?
A. save the response as a draft
B. send the response to the supervisor for review
C. transfer the email to another CSQ
D. transfer the email to another agent
E. mark the email as urgent
F. mark the email as junk

Correct Answer: ABC
Explanation/Reference:
Explanation:

**Question 9**
Which three tasks can an agent perform on the Cisco Agent Desktop?
A. chat with an SME
B. send an email to an SME
C. send enterprise data to an SME
D. transfer a call to an SME
E. start a Cisco WebEx session with an SME

Correct Answer: ACD
Explanation/Reference:
Explanation:

**Question 10**
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
Explanation/Reference:
Question 11
Which type of information is available from the Cisco Unified Contact Center Express Control Center?
A. database replication status
B. system parameters configuration
C. date and time of most recent failure
D. Cisco Unified Communications Manager cluster status

Correct Answer: C

Question 12
Which interface is used to configure debug parameters for log files?
A. Datastore Control Center
B. trace configuration
C. system parameters
D. Control Center

Correct Answer: B

Question 13
What information from the first node is used as the secret key during second node installation?
A. administrator password
B. application user password
C. security password
D. IP address

Correct Answer: C

Question 14
Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?
A. DNS server
B. NTP server
C. SMTP server
D. CUCM server

Correct Answer: C
**Question 15**
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

**Question 16**
Which step library is included in the license for Cisco Unified CCX Standard?
A. ICM steps
B. email steps
C. document steps
D. database steps
Correct Answer: C

**Question 17**
The Cisco Unified CCX license MAC is generated based on which three items?
A. hostname
B. IP address
C. gateway address
D. physical MAC
E. Cisco Unified CCX version
Correct Answer: ABC

**Question 18**
Which of the following is not an input that is required when you install Cisco Unified CCX?
A. application username
B. platform administrator username
C. IP address
D. default language
E. time zone
Correct Answer: D
Explanation/Reference:
Explanation:

**Question 19**
Which branch of the step will be executed?
During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?
A. Timeout
B. SQL Error
C. Successful
D. No Data

Correct Answer: C
Explanation/Reference:
Explanation:

**Question 20**
In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social-Miner can be deployed in which location?
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 UCCX server is deployed

Correct Answer: B
Explanation/Reference:
Explanation:

**Question 21**
Which option cannot be across the WAN from the active Cisco Unified CCX site?
In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified CCX site?
A. ASR or TTS servers
B. wallboard server
C. SMTP server
D. enterprise database

Correct Answer: A
Explanation/Reference:
Explanation:

**Question 22**
Which two additional items must the customer purchase to be able to run a 30-port outbound IVR campaign?
A customer purchases 200 Cisco Unified CCX Premium agent seats. Which two additional items must the customer purchase to be able to run a 30-port outbound IVR campaign? (Choose two.)
A. 30 outbound IVR ports  
B. 15 agent seats  
C. gateway  
D. router  

Correct Answer: AC  
Explanation/Reference:  
Explanation:

**Question 23**  
What is the minimum package that is required to develop a custom Cisco Unified Intelligence Center report for a Cisco Unified CCX deployment?  
What is the minimum package that is required to develop a custom Cisco Unified Intelligence Center report for a Cisco Unified CCX deployment?  
A. Cisco Unified CCX Premium  
B. Cisco Unified CCX Enhanced  
C. Cisco Unified Intelligence Center Premium  
D. Cisco Unified Intelligence Center Standard  

Correct Answer: C  
Explanation/Reference:  
Explanation:

**Question 24**  
What is the maximum number of agent web chat sessions that is supported on the highest class server?  
What is the maximum number of agent web chat sessions that is supported on the highest class server?  
A. 25  
B. 50  
C. 75  
D. 100  

Correct Answer: B  
Explanation/Reference:  
Explanation:

**Question 25**  
What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?  
What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?  
A. 150  
B. 200  
C. 300  
D. 400  

Correct Answer: C  
Explanation/Reference:
Question 26
What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?
Page 3
A. 50
B. 150
C. 300
D. 400

Correct Answer: C
Explanation/Reference:
Explanation:

Question 27
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

Correct Answer: D
Explanation/Reference:
Explanation:

Question 28
How many premium seats should be purchased?
You are designing a Cisco Unified Contact Center Express system with four requirements:
250 configured agents
150 agents maximum logged in at any given time
30 agents able to make outbound calls
20 agents able to answer emails
How many premium seats should be purchased?
A. 150 seats
B. 180 seats
C. 200 seats
D. 250 seats

Correct Answer: A
Explanation/Reference:
Explanation:

Question 29
Which source and destination resources?
A preview outbound dialer uses which source and destination resources?
A. a CTI port to the customer
B. the ACD line of the agent to the customer
C. the personal line of the agent to the customer
D. a CTI port to the agent, then redirected to the customer

Correct Answer: B
Explanation/Reference:
Explanation:

**Question 30**
Agent Email is a Cisco Unified CCX feature available in which of these packages?
Agent Email is a Cisco Unified CCX feature available in which of these packages?
A. Premium, Enhanced, and Standard
B. Premium only
C. Premium and Standard
D. Premium and Enhanced

Correct Answer: B
Explanation/Reference:
Explanation:

**Question 31**
Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)
Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)
A. graphical reports
B. dockable windows
C. access to chat logs
D. URL push to agents
E. send an email to an agent
F. send a call in queue to a specific agent

Correct Answer: ABD
Explanation/Reference:
Explanation:

**Question 32**
What is the status of the database subsystem on the Control Center page of AppAdmin?
If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin?
A. partial service
B. out of service
C. shutdown
D. not configured

Correct Answer: D
Explanation/Reference:
Explanation:
Question 33
Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?
In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?
A. Create Container Prompt
B. Create Generated Prompt
C. Create Language Prompt
D. Create Conditional Prompt

Correct Answer: B
Explanation/Reference:
Explanation:

Question 34
Which two Cisco Unified CCX steps would make an HTTP request?
Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.)
A. Create URL Document
B. Write Document
C. Cache Document
D. Send Http Response

Correct Answer: CD
Explanation/Reference:
Explanation:

Question 35
Which two Cisco Unified CCX steps invoke another Cisco Unified CCX application script?
Which two Cisco Unified CCX steps invoke another Cisco Unified CCX application script? (Choose two.)
A. CallSubflow step
B. On Exception Goto step
C. Trigger Application step
D. Connect step

Correct Answer: AC
Explanation/Reference:
Explanation:

Question 36
Which option can perform Call Progress Analysis in outbound IVR?
Which option can perform Call Progress Analysis in outbound IVR?
A. gateway
B. Unified CM transcoder
C. Automatic Speech Recognition server
D. agent (voice)

Correct Answer: A
Question 37
Which subsystem processes connections between the Cisco Unified CCX server and the enterprise databases?
A. Media
B. Unified CM Telephony
C. Database
D. Configuration Data Store
Correct Answer: C

Question 38
Which two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer?
A. IVR System Prompts
B. Cisco Supervisor Desktop
C. Unified Communications Operating System
D. Cisco Unified Communications Manager
E. Workforce Management
Correct Answer: AC

Question 39
Which three components are installed from the Cisco Unified CCX Installer media?
A. iPlanet Web Server
B. Cisco Unified CCX Engine
C. Cisco Unified Operations Manager
D. Cisco Unified Communications Manager
E. Recording Component
F. Informix DB
Correct Answer: BEF

Question 40
What are three reasons to use the Java tab?
In the Expression Editor panel of Cisco Unified CCX Script Editor, what are three reasons to use
the Java tab? (Choose three.)
Page 9
A. to invoke a specified method of a custom Java class
B. to reference a variable of a custom Java Object
C. to pass variables between two different workflows
D. to create an object for the purpose of executing methods on a remote computer
E. to get a reference to the Contact and Session states
F. to allow for arguments to be passed to a specified method

Correct Answer: ABF
Explanation/Reference:
Explanation:

Question 41
Which three tasks are required to deploy a Cisco Unified CCX application?
Which three tasks are required to deploy a Cisco Unified CCX 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
Explanation/Reference:
Explanation:

Question 42
Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express
Enhanced?
Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express
Enhanced? (Choose three.)
A. Agent Name
B. WrapUp Time
C. Service Level
D. Overflow CSQ
E. Automatic Work
F. CCX Application

Correct Answer: BCE
Explanation/Reference:
Explanation:

Question 43
Which two tasks must an administrator perform on Cisco Desktop Administrator to support
presence integration?
Which two tasks must an administrator perform on Cisco Desktop Administrator to support
presence integration? (Choose two.)
A. Assign a contact list to a CSQ.
B. Assign a contact list to a workflow group.
C. Assign an SME to a contact list.
D. Assign a contact list to a skill.
E. Assign an SME to a CSQ.

Correct Answer: BC
Explanation/Reference:
Explanation:

Question 44
Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?
Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?
A. Contact Service Queue
B. Skill Groups
C. Resource Groups
D. competence levels

Correct Answer: A
Explanation/Reference:
Explanation:

Question 45
What does it mean for a variable in the Application Editor to be defined as a parameter?
What does it mean for a variable in the Application Editor to be defined as a parameter?
A. The variable can be used to pass data to and from subflows.
B. The value for that variable can be supplied via Application Configuration in Application Administration.
C. The value for that variable is defined by the calling application.
D. The variable can be used in conditional steps.
E. The variable can be used to pass data to and from VoiceXML applications.

Correct Answer: B
Explanation/Reference:
Explanation:

Question 46
Which tool allows partners to perform these actions?
Which tool allows partners to perform these actions?
1. validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration
2. recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-to-quality bid assurance process)
A. Cisco Solution Expert Tool
B. Cisco Unified CCX Sizing Tool
C. Cisco Unified Expert Advisor Tool
D. Cisco Unified Communications Sizing Tool

Correct Answer: D
Question 47
Which two resource selection criteria are available for a chat Contact Service Queue? (Choose two.)
A. Longest available
B. Least skilled
C. Most handled contacts
D. Most skilled

Correct Answer: AD

Question 48
How many agents will be able to service voice calls via Cisco Agent Desktop in this scenario? A Cisco Unified CCX deployment is licensed for 120 agent seats, out of which 70 agents log in as chat agents via an independent browser. How many agents will be able to service voice calls via Cisco Agent Desktop in this scenario?
A. 50
B. 70
C. 120
D. 190

Correct Answer: C

Question 49
What product does this organization need for this capability? An organization wants to collect an account number from a customer via IVR prompting. Then, using a keystroke macro, the customer wants to insert the account number into the account number field in the agent's CRM desktop application. The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record. Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?
A. Cisco Unified CCX Standard
B. Cisco Unified CCX Enhanced
C. Cisco Unified CCX Premium
D. Cisco Unified CCX Enterprise
E. Cisco Unified IP IVR

Correct Answer: B