Vendor: Cisco

Exam Code:500-051

Exam Name: Unified Communications Contact Center
Express Implementation

Version: Demo

QUESTION 1

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

QUESTION 2

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

QUESTION 3

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 4

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

QUESTION 5

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

QUESTION 6

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

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

QUESTION 8

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

QUESTION 9

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

QUESTION 10

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

QUESTION 11

Which tool allows partners to perform these actions?

a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration b) 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 12

Which three options cannot be validated using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

A. number of silent-monitoring and remote-monitoring sessions

B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment

C. number of historical reporting sessions

D. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX

E. number of ASR and TTS ports

F. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Correct Answer: BDF

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