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NEW QUESTION: 1

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 50
- B. 25
- C. 75
- D. 120

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

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

Answer: **C** ([LEAVE A REPLY](#))

Explanation

The security password is used as the secret key during the second node installation of Cisco Unified Contact Center Express (UCCX). This password is entered during the first node installation and must be the same for all nodes in the cluster. The security password is used to encrypt sensitive data in the database and to authenticate communication between nodes. If the security password is not the same for all nodes, the installation will fail and the cluster will not function properly. References: Cisco Unified Contact Center Express Install and Upgrade Guide, Release 12.5 (1) - Unified CCX Installation, Free Cisco Deploying Unified Contact Center Express (UCCXD) v6.0 Certification Sample Questions and Answers

NEW QUESTION: 3

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express Standard deployment?

- A. 150
- B. 200
- C. 300
- D. 400

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

NEW QUESTION: 4

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in the Cisco Supervisor Desktop
- B. in CSQ configuration on Application Administration
- C. in workflow groups on Cisco Desktop Work Flow Administrator
- D. in resource configuration on Application Administration

Answer: ([SHOW ANSWER](#))

Section: (none)

NEW QUESTION: 5

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

Answer: B ([LEAVE A REPLY](#))

Section: (none)

NEW QUESTION: 6

Which interface is used to configure debug parameters for log files?

- A. System Parameters
- B. Control Center
- C. Datastore Control Center
- D. Trace Configuration

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 7

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 8

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.

Answer: A,B,C (LEAVE A REPLY)

Explanation

Heap dumps are snapshots of the Java heap memory that contain information about the objects and classes in the heap at the moment of the dump. Heap dumps can help you identify memory leaks, excessive memory consumption, and other memory-related issues. You can collect heap dumps using the Cisco Unified Real-Time Monitoring Tool (RTMT), which is a client application that allows you to monitor and troubleshoot Cisco Unified CCX components. To collect heap dumps, you need to enable the HeapDumpEnabled service parameter and configure theHeapDumpSchedule parameter. You can then use the RTMT to view and download the heap dumps from the Cisco Unified CCX server2.

Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool. In addition to heap dumps, you can also collect engine heap performance data using the RTMT. This data includes metrics such as heap usage, heap size, garbage collection time, and garbage collection frequency. You can use the RTMT to monitor these metrics in real time or generate historical reports.

You can also set alerts and thresholds for these metrics to receive notifications when they exceed the specified values. Collecting engine heap performance data can help you analyze the memory behavior and performance of the Cisco Unified CCX engine3.

References: 1: Cisco Unified Contact Center Express Serviceability Administration Guide, Release 12.5(1) - Control Center [Cisco Unified Contact Center Express] - Cisco 2: Cisco Unified Contact Center ExpressAdministration and Operations Guide, Release 12.5(1) - Troubleshoot Unified CCX [Cisco Unified Contact Center Express] - Cisco 3: Cisco Unified Contact Center Express Administration and Operations Guide, Release 12.5(1) - Monitor Unified CCX [Cisco Unified Contact Center Express] - Cisco

NEW QUESTION: 9

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: (SHOW ANSWER)

Explanation

The correct answer is B. The default script field when adding an application specifies the script that will be executed if there are any problems running the configured script for the application. For example, if the configured script is missing, corrupted, or contains errors, the default script will be executed instead. The default script field is mandatory and must point to a valid script file¹.

The other options are not correct because:

A). When a caller does not enter a choice in a Menu step, it will execute the default script. This is false because the Menu step has its own Timeout branch that determines what to do when the caller does not enter a choice within the specified timeout period. The default script field has no effect on the Menu step².

C). When the caller enters a digit in the Menu step that is not defined, the default script will be executed. This is false because the Menu step has its own Unsuccessful branch that determines what to do when the caller enters a digit that is not defined as a valid option. The default script field has no effect on the Menu step².

D). When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed. This is false because the Get Digit String step has its own Invalid Entry branch that determines what to do when the caller enters a digit that is not checked in the filter. The default script field has no effect on the Get Digit String step³.

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 Editor Step Reference Guide, Release 12.5(1) - Chapter 2: Media Steps [Cisco Unified Contact Center Express] - Cisco 3: Cisco Unified Contact Center Express Editor Step Reference Guide, Release 12.5(1) - Chapter 3: Input Steps [Cisco Unified Contact Center Express] - Cisco

NEW QUESTION: 10

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.)

- A. perform backup and restore functions
- B. collect trace files
- C. monitor the health of the Cisco Unified CCX system
- D. stop and start Cisco Unified CCX services
- E. view syslog messages

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 11

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.

Answer: (SHOW ANSWER)

Section: (none)

NEW QUESTION: 12

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

Answer: D (LEAVE A REPLY)

Explanation

Cisco Unified Contact Center Express does not support an embedded Internet browser within the Cisco Agent Desktop. The Cisco Agent Desktop is a legacy desktop application that provides call control and agent state management for Unified CCX agents. The Cisco Agent Desktop does not have an embedded Internet browser, but it can launch an external browser to display web pages or applications. However, the Cisco Agent Desktop is deprecated and replaced by the Cisco Finesse desktop, which is a web-based agent and supervisor desktop that supports an embedded Internet browser. The CiscoFinesse desktop is available for all Unified CCX platform sets, including Standard, Enhanced, and Premium. For more information on the differences between the Cisco Agent Desktop and the Cisco Finesse desktop, see the Cisco Unified Contact Center Express Solution Reference Network Design, Release 12.5 (1), Chapter: Cisco Unified CCX Desktop Options, Section: Cisco Agent Desktop and Cisco Finesse Desktop Comparison. References: Cisco Unified Contact Center Express Solution Reference Network Design, Release 12.5 (1) Cisco 500-052 Free Practice Exam & Test Training - ITEXams.com

NEW QUESTION: 13

The Cisco Unified Real-Time Monitoring Tool enables you to perform which three actions? (Choose three.)

- A. Download log files from Cisco Unified CCX nodes.
- B. Plot and view performance data.
- C. Monitor the replication status of historical data store.
- D. Check the number of active calls in the Cisco Unified CCX system.
- E. Monitor the Cisco Unified CCX CTI port status and take corrective action.
- F. Monitor the WAN link status.

Answer: A,B,E (LEAVE A REPLY)

NEW QUESTION: 14

Which step library is included in the license for Cisco Unified Contact Center Express Standard?

- A. ICM steps
- B. database steps
- C. email steps
- D. document steps

Answer: D (LEAVE A REPLY)

NEW QUESTION: 15

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

- A. The Home tab hosts the gadget.
- B. The My Statistics tab hosts the gadget.
- C. The gadget to initiate or accept a call is common and is not tied to a specific tab.
- D. The Manage Customer tab hosts the gadget.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

Which two resource selection criteria are available for a chat Contact Service Queue? (Choose

- A. Most skilled
- B. Least skilled
- C. Longest available
- D. Most handled contacts

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

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 Expert Advisor Tool
- C. Cisco Unified CCX Sizing Tool
- D. Cisco Unified Communications Sizing Tool

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 18

What is the maximum number of agent web chat sessions that is supported on the highest class server?

- A. 100
- B. 75
- C. 25

D. 50

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 19

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

Answer: B,C ([LEAVE A REPLY](#))

Section: (none)

NEW QUESTION: 20

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.

Answer: D ([LEAVE A REPLY](#))

Explanation

The gadget to initiate or accept a call is common and is not tied to a specific tab on the Cisco Finesse agent desktop. The gadget is located in the call control area, which is a fixed section of the Finesse desktop that appears on every tab. The gadget provides the basic call control buttons, such as Answer, Hold, Retrieve, End, and Make Call. The gadget also displays the caller ID, the call state, and the call timer. The gadget changes depending on the situation and the call type. For example, the gadget shows different buttons for inbound, outbound, and consult calls¹² The other options are not correct:

The My Statistics tab hosts the gadget that shows the agent's performance statistics, such as the number of calls handled, the average talk time, the average wrap-up time, and the service level¹² The Home tab hosts the gadget that shows the agent's state, the reason code, and the state timer. The Home tab also allows the agent to change their state, sign out, or go to the Team Performance tab¹² The Manage Customer tab hosts the gadget that shows the customer information, such as the account number, the name, the address, and the call history. The Manage Customer tab also allows the agent to perform advanced call control actions, such as consult, transfer, and conference¹² References: 1: Cisco Finesse Agent and Supervisor Desktop User Guide Release 12.0(1) - Cisco Finesse Desktop Interface [Cisco Finesse] - Cisco 1 2: How IT Works: Cisco Finesse Agent Desktop and UCCX | Mindsight 2

NEW QUESTION: 21

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.

Answer: D (LEAVE A REPLY)

Explanation

To convert a high availability over LAN deployment to high availability over WAN, you need to reinstall the second Cisco Unified CCX node and add it to the cluster over WAN. This is because the high availability over WAN deployment requires a different network configuration and a different license than the high availability over LAN deployment¹² The high availability over WAN deployment allows you to have two Cisco Unified CCX nodes in different geographical locations, connected by a WAN link with a minimum bandwidth of 1.544 Mbps and a maximum round-trip delay of 80 ms. The high availability over WAN deployment provides disaster recovery and business continuity in case of a site failure¹² The high availability over WAN deployment requires a "WAN Standby" license, which is different from the

"Warm Standby" license used for the high availability over LAN deployment. The "WAN Standby" license enables the second Cisco Unified CCX node to operate in a partial service mode, which means that it can accept and process calls, but it cannot access the historical data or the configuration data from the primary node. The "Warm Standby" license enables the second Cisco Unified CCX node to operate in a full service mode, which means that it can access all the data and functions of the primary node¹² To convert a high availability over LAN deployment to high availability over WAN, you need to follow these steps:

Backup the configuration and the historical data from the primary Cisco Unified CCX node² Uninstall the second Cisco Unified CCX node from the cluster² Reinstall the second Cisco Unified CCX node with the same software version and patch level as the primary node, but with a different IP address and hostname² Apply the "WAN Standby" license to the second Cisco Unified CCX node² Add the second Cisco Unified CCX node to the cluster over WAN by using the Cisco Unified CCX Administration web interface on the primary node² Restore the configuration and the historical data to the second Cisco Unified CCX node² Verify the high availability status and the data synchronization between the two nodes² References: 1: Cisco Unified Contact Center Express Design Guide, Release 10.0(1) - High Availability

[Cisco Unified Contact Center Express] - Cisco 1 2: Cisco Unified Contact Center Express Installation and Upgrade Guide, Release 10.0(1) - High Availability [Cisco Unified Contact Center Express] - Cisco

NEW QUESTION: 22

Historical reports can be generated using which two Cisco Unified CCX tools? (Choose two.)

- A.** Historical Reports Data Store
- B.** Cisco Supervisor Desktop
- C.** Cisco Unified Intelligence Center
- D.** Historical Reporting Client

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 23

Which three components are installed from the Cisco CRS Installer media? (Choose three.)

- A.** iPlanet Web Server
- B.** Cisco CRS Engine
- C.** Cisco Recording

- D. Cisco IP Telephony Windows 2000 Server OS
- E. Cisco Unified CallManager
- F. MS SQL Server

Answer: ([SHOW ANSWER](#))

Section: (none)

NEW QUESTION: 24

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?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

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

Answer: C,D ([LEAVE A REPLY](#))

Explanation

The Cisco Unified CCX steps that would make an HTTP request are Cache Document and Send Http Response. The Cache Document step sends an HTTP GET request to a specified URL and stores the response in a Document variable. The Send Http Response step sends an HTTP response to the client that initiated the HTTP request. The response can include a status code, headers, cookies, and a body¹, pages 2-81 and 2-82. The following steps do not make an HTTP request:

Create URL Document: This step creates a URL Document variable from a string or a URL. The step does not send or receive any data over the network¹, page 2-78.

Write Document: This step writes a Document variable to a file on the local disk or a network share. The step does not use the HTTP protocol¹, page 2-79. References: Cisco Unified Contact Center Express Editor Step Reference Guide, Release 11.6(2)

NEW QUESTION: 26

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

Answer: (SHOW ANSWER)

Explanation

NEW QUESTION: 27

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- B. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- C. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database
- D. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database

Answer: A (LEAVE A REPLY)

NEW QUESTION: 28

How is the default eMail address in the eMail Subsystem Configuration page used?

- A. It receives all mail sent in the Send eMail step as a bcc.
- B. It is the From address for emails sent by agents using Agent E-mail.
- C. It is used if no email contact is specified in the Create eMail step.
- D. It becomes the From address in the Send eMail step if no address is specified.

Answer: D (LEAVE A REPLY)

Explanation

The default eMail address in the eMail Subsystem Configuration page is used as the From address in the Send eMail step if no address is specified. This is useful when you want to send emails from a generic or default address without having to specify it in every Send eMail step. The default eMail address can be configured in the Unified CCX Administration web interface, under Subsystems > eMail > eMail Subsystem Configuration. You can also specify the default eMail address in the script editor, using the Set Default eMail Address step. References := Deploying Cisco Unified Contact Center Express (UCCXD) v6.0 > Module 3: Implementing Cisco Unified Contact Center Express Scripting > Lesson 3: Implementing Basic Scripting Techniques > Topic 3.3: Sending an E-mail Message1

NEW QUESTION: 29

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: (SHOW ANSWER)

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

NEW QUESTION: 30

Which three tasks can an agent perform using email? (Choose three.)

- 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

Answer: (SHOW ANSWER)

Section: (none)

NEW QUESTION: 31

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

Answer: D (LEAVE A REPLY)

Section: (none)

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NEW QUESTION: 32

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

- A. Assign the supervisor as primary superior for one of the teams and as secondary supervisor for other relevant teams.
- B. Take no action, because a supervisor cannot monitor more than one team.
- C. Add the supervisor as a member of all the relevant teams.
- D. Assign the supervisor as primary supervisor for all the relevant teams.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 33

What is the maximum number of CTI ports that a Cisco Unified Contact Center Express Standard deployment supports?

- A. 150
- B. 300
- C. 200
- D. 400

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 34

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. 300
- B. 50
- C. 150
- D. 400

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 35

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

Answer: ([SHOW ANSWER](#))

Section: (none)

NEW QUESTION: 36

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

Answer: ([SHOW ANSWER](#))

Explanation

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, the embedded browser feature is disabled on the Cisco Agent Desktop. The embedded browser feature allows the agent to view web pages or applications within the Cisco Agent Desktop window, such as customer information, scripts, or web chat. However, this feature requires the Cisco Unified Communications Manager to provide CTI data to the Cisco Agent Desktop, which is not supported by the Cisco Unified Communications Manager Express. Therefore, the embedded browser feature is not available when using Cisco Unified Communications Manager Express as the call control system. References := Cisco Unified Contact Center Express Installation and Upgrade Guide, Release 12.5(1) SU3, Chapter 2: Preinstallation Tasks for Cisco Unified CCX, Cisco Unified Communications Manager Express, page 2-11.

NEW QUESTION: 37

In Cisco Unified Contact Center Express Serviceability, what is the status of the database subsystem on the Control Center page, if the database subsystem is not configured?

- A. not configured
- B. out of service
- C. partial service
- D. shut down

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 38

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.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

NEW QUESTION: 39

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 ([LEAVE A REPLY](#))

Section: (none)

NEW QUESTION: 40

Which server cannot be configured during the installation phase when installing Cisco Unified Contact Center Express on Cisco Unified Computing System servers?

- A. Cisco Unified Communications Manager server
- B. DNS server
- C. NTP server
- D. SMTP server

Answer: ([SHOW ANSWER](#))

Explanation

The server that cannot be configured during the installation phase when installing Cisco Unified Contact Center Express (UCCX) on Cisco Unified Computing System (UCS) servers is the SMTP server. The SMTP server is a server that enables the email functionality of UCCX, such as sending email notifications, alerts, and reports.

The SMTP server cannot be configured during the installation phase, but it can be configured after the installation by using the Cisco Unified CCX Administration web interface¹² The other options can be configured during the installation phase when installing UCCX on UCS servers:

Cisco Unified Communications Manager (CUCM) server: The CUCM server is a server that provides call control and device management for UCCX. The CUCM server can be configured during the installation phase by specifying the IP address or hostname, the username, and the password of the CUCM server. The CUCM server must be configured before the UCCX installation can proceed¹² DNS server: The DNS server is a server that resolves hostnames to IP addresses and vice versa. The DNS server can be configured during the installation phase by specifying the IP address or hostname of the primary and secondary DNS servers. The DNS server is optional, but it is recommended to use it for easier management and troubleshooting¹² NTP server: The NTP server is a server that synchronizes the time and date of UCCX with a reliable source. The NTP server can be configured during the installation phase by specifying the IP address or hostname of the primary and secondary NTP servers. The NTP server is mandatory, and the installation will fail if the UCCX server cannot reach the NTP server¹² References: 1: Cisco Unified Contact Center Express Install and Upgrade Guide, Release 10.0(1) - Unified CCX Installation [Cisco Unified Contact Center Express] - Cisco 1 2: Cisco Unified Contact Center Express Install and Upgrade Guide, Release 10.0(1) - Unified CCX Configuration [Cisco Unified Contact Center Express] - Cisco 2

NEW QUESTION: 41

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- A. The layout is associated to the team under Team Resources.
- B. The layout is associated to the CSQ definition.
- C. The name of the layout is passed to the agent desktop via a keyword variable that is named user.layout.
- D. The layout is associated to the desktop layout under Team Resources.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 42

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

Answer: B (LEAVE A REPLY)

Explanation

The database subsystem is used to communicate with external database servers and execute SQL queries from Unified CCX applications. The database subsystem is available only if the system has a license installed for either the Unified IP IVR or Unified CCX Premium product packages. If the database subsystem is not configured, it will show as out of service on the Control Center page of AppAdmin. This means that the database subsystem is not operational and cannot process any requests from the applications. To configure

the database subsystem, you need to add database resources and specify the connection parameters for each database server that you want to access from your applications. You also need to enable the database subsystem from the Control Center page after adding the database resources. References: Cisco Unified Contact Center Express Administration Guide, Release 11.5 (1) - Database Subsystem Configuration

NEW QUESTION: 43

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 44

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

Answer: B (LEAVE A REPLY)

Explanation

Reactive debugging is a facility provided by the Cisco Unified CCX Editor that allows you to debug a Cisco Unified CCX script live with a real voice call. Reactive debugging enables you to step through the script execution and view the variable values and the call flow in real time. You can also set breakpoints and watchpoints to pause the script execution and inspect the variables. Reactive debugging is useful for troubleshooting and testing the script logic and functionality¹² References: 1: Deploying Cisco Unified Contact Center Express (UCCXD) v6.0 - Course 644-906 1 2: Cisco Unified Contact Center Express Scripting and Development Series: Volume 2, Editor Step Reference, Release 10.0(1) - Debugging Scripts [Cisco Unified Contact Center Express] - Cisco

NEW QUESTION: 45

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

- A. 50
- B. 150
- C. 300
- D. 400

Answer: D (LEAVE A REPLY)

Explanation

According to the Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Cisco Unified CCX 8.0 can support a maximum of 400 agents when deployed with Cisco Unified Communications Manager. This is

the highest capacity option for Cisco Unified CCX 8.0, which requires a dedicated server for the Cisco Unified CCX Engine and a dedicated server for the Cisco Unified CCX Database.

The maximum number of agents depends on the hardware configuration, the deployment model, and the features enabled. For example, if Cisco Unified CCX is deployed in a high availability mode, the maximum number of agents is reduced to 300. If Cisco Unified CCX is deployed with Cisco Unified Presence, the maximum number of agents is reduced to 250. If Cisco Unified CCX is deployed with Cisco Unified Intelligence Center, the maximum number of agents is reduced to 150. The maximum number of agents also varies for different versions of Cisco Unified CCX. For example, Cisco Unified CCX 7.0 can support a maximum of 300 agents, while Cisco Unified CCX 9.0 can support a maximum of 500 agents. References: Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Chapter 2: Unified CCX Product Overview, Section 2.1: Unified CCX Product Packages, Page 151 Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Chapter 3: Unified CCX Architecture and Capacity Planning, Section 3.1: Unified CCX Deployment Models, Page 252 Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Chapter 3: Unified CCX Architecture and Capacity Planning, Section 3.2: Unified CCX Capacity Planning, Page 293

NEW QUESTION: 46

Which three tasks can an agent perform using email? (Choose three.)

- 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

Answer: A,C,D (LEAVE A REPLY)

Explanation

The three tasks that an agent can perform using email are:

Save the response as a draft. An agent can save an email response as a draft and resume working on it later. The draft email is stored in the agent's personal folder and can be accessed from the email control bar. The agent can edit, delete, or send the draft email at any time¹.

Transfer the email to another CSQ. An agent can transfer an email to another Contact Service Queue (CSQ) if the email requires a different skill set or expertise. The agent can select the destination CSQ from a list of available CSQs and add an optional note for the next agent. The email is then removed from the agent's work area and placed in the selected CSQ².

Transfer the email to another agent. An agent can transfer an email to another agent if the email requires a specific agent to handle it. The agent can select the destination agent from a list of available agents and add an optional note for the next agent. The email is then removed from the agent's work area and placed in the selected agent's personal folder³.

The other options are not correct because:

Send the response to the supervisor for review. An agent cannot send an email response to the supervisor for review before sending it to the customer. The agent can only send the email response directly to the customer or save it as a draft4.

Mark the email as urgent. An agent cannot mark an email as urgent. The urgency of an email is determined by the email server based on the email header. The agent can only view the urgency of an email, but cannot change it5.

Mark the email as junk. An agent cannot mark an email as junk. The junk email filtering is done by the email server based on the email content and sender. The agent can only view the junk status of an email, but cannot change it6.

References: 1: Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 12.5(1) - Work with Email [Cisco Finesse] - Cisco 2: Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 12.5(1) - Work with Email [Cisco Finesse] - Cisco 3: Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 12.5(1) - Work with Email [Cisco Finesse] - Cisco 4: Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 12.5(1) - Work with Email [Cisco Finesse] - Cisco 5: Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 12.5(1) - Work with Email [Cisco Finesse] - Cisco 6: Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 12.5(1) - Work with Email [Cisco Finesse] - Cisco

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NEW QUESTION: 47

Which action should you take to convert a high availability over LAN deployment to high availability over WAN?

- A. Apply a "WAN Standby" license.
- B. Do a fresh installation of the whole system as high availability over WAN.
- C. Reinstall a second Cisco Unified CCX node and add it to the cluster over WAN.
- D. Apply a "Warm Standby" license.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 48

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

Answer: (SHOW ANSWER)

Explanation

The option that can be configured while installing Cisco Unified CCX on Cisco UCS servers is the NTP server. The NTP server is used to synchronize the time between the Unified CCX nodes and other components such as CUCM, LDAP, and SMTP servers. The NTP server must be configured on the first node before installing the second node, otherwise the installation will fail. The NTP server can be configured in the basic configuration information that is required during installation. The DNS server, the SMTP server, and the CUCM server are not configured during the installation, but they can be configured later in the Unified CCX Administration web interface. References := Deploying Cisco Unified Contact Center Express (UCCXD) v6.0 > Module 2: Implementing Cisco Unified Contact Center Express > Lesson 2: Installing Cisco Unified Contact Center Express > Topic 2.2: Installing Unified CCX1

NEW QUESTION: 49

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Resource Groups
- B. competence levels
- C. Skill Groups
- D. Contact Service Queue

Answer: D (LEAVE A REPLY)

NEW QUESTION: 50

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.

Answer: D (LEAVE A REPLY)

Explanation/Reference:

NEW QUESTION: 51

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. report on previous port usage
- D. filter spam emails from reaching the email queues

Answer: (SHOW ANSWER)

NEW QUESTION: 52

Which criterion can be used to control supervisor workflows?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 53

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

Answer: C,D (LEAVE A REPLY)

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)

NEW QUESTION: 54

Where are CTI route points added or configured for Cisco Unified Contact Center Express?

- A. Cisco CRS Administration, JTAPI Trigger Creation
- B. Cisco Supervisor Desktop
- C. Cisco Unified CallManager Device Configuration
- D. Cisco Unified Contact Center Express Media Subsystem
- E. Cisco Unified Contact Center Express Directory Management

Answer: A (LEAVE A REPLY)

NEW QUESTION: 55

Which tool is used to size Cisco Unified CCX?

- A. Cisco Unified Real-Time Monitoring Tool
- B. Expert Advisor
- C. Analysis Manager
- D. Cisco Unified Communications Sizing Tool

Answer: (SHOW ANSWER)

NEW QUESTION: 56

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool?

(Choose three.)

- A. collect trace files
- B. stop and start Cisco Unified CCX services
- C. view syslog messages
- D. perform backup and restore functions
- E. monitor the health of the Cisco Unified CCX system

Answer: (SHOW ANSWER)

Explanation

Cisco Unified Real-Time Monitoring Tool (RTMT) is a software application that allows administrators and supervisors to monitor and troubleshoot the Cisco Unified CCX system in real-time. RTMT can perform the following tasks:

Collect trace files: Trace files are logs that contain detailed information about the activities and events of the Unified CCX components, such as services, engines, and applications. RTMT can collect and view trace files from various default viewers that exist in the tool, such as Call Trace, Session Trace, and Audit Log Viewer. RTMT can also download trace files from the server to the local client for further analysis. For more information on how to collect trace files using RTMT, see the Cisco Unified Contact Center Express Serviceability Administration Guide, Release 12.5 (1), Chapter: Unified CCX Serviceability, Section: Trace and Log Central.

View syslog messages: Syslog messages are logs that contain information about the system events and errors of the Unified CCX components, such as services, engines, and applications. RTMT can view syslog messages in SysLog Viewer, which is a plug-in that runs as a separate application from RTMT. SysLog Viewer can filter, search, and export syslog messages from the server. For more information on how to view syslog messages using RTMT, see the Cisco Unified Contact Center Express Serviceability Administration Guide, Release 12.5 (1), Chapter: Unified CCX Serviceability, Section: SysLog Viewer.

Monitor the health of the Cisco Unified CCX system: RTMT can monitor the real-time behavior and performance of the Unified CCX components, such as services, engines, and applications.

RTMT can monitor a set of predefined management objects that indicate the health of the system, such as CPU usage, memory usage, disk usage, and networkstatistics. RTMT can also generate various alerts, in the form of emails or SNMP traps, for objects when values go over or below user-configured thresholds. For more information on how to monitor the health of the Cisco Unified CCX system using RTMT, see the Cisco Unified Contact Center Express Reporting Guide, Release 11.6(2), Chapter: Real-Time Monitoring.

The following tasks cannot be performed using RTMT:

Stop and start Cisco Unified CCX services: Cisco Unified CCX services are processes that run on the Unified CCX server and provide various functions and features, such as Unified CCX Engine, Unified CCX Administration, Unified CCX Database, and Unified CCX Notification Service.

RTMT cannot stop and start Cisco Unified CCX services, but it can monitor their status and view their logs and trace files. To stop and start Cisco Unified CCX services, use the Cisco Unified CCX Serviceability web interface and navigate to Tools > Control Center - Network Services. For more information on how to stop and

start Cisco Unified CCX services, see the Cisco Unified Contact Center Express Serviceability Administration Guide, Release 12.5 (1), Chapter: Unified CCX Serviceability, Section: Control Center - Network Services. Perform backup and restore functions: Backup and restore functions are operations that allow administrators to backup and restore the data and configuration of the Unified CCX system, such as database, recordings, scripts, and prompts. RTMT cannot perform backup and restore functions, but it can monitor the status and progress of these operations. To perform backup and restore functions, use the Disaster Recovery System (DRS) web interface and navigate to Backup

> Manual Backup or Restore > Restore Wizard. For more information on how to perform backup and restore functions, see the Cisco Unified Contact Center Express Administration and Operations Guide, Release 12.5 (1), Chapter: Unified CCX Disaster Recovery System, Section:

Backup and Restore. References:

Cisco Unified Contact Center Express Serviceability Administration Guide, Release 12.5 (1) Cisco Unified Contact Center Express Reporting Guide, Release 11.6(2) Cisco Unified Contact Center Express Administration and Operations Guide, Release 12.5 (1)

[Deploying Cisco Unified Contact Center Express (UCCXD) v6.0]4

NEW QUESTION: 57

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.

Answer: C (LEAVE A REPLY)

Explanation

The ability to look up customers in Cisco Context Service is provided by the Customer API, which allows you to search for customers by using various parameters, such as customer ID, name, email, phone number, and so on. The Customer API returns an array of customer objects that match the search criteria, along with a pagination token that can be used to retrieve the next page of results if there are more than 100 matching customers. The customer objects contain the customer ID, the customer data fields, and the links to the related activities and requests^{1, 2} References: Customer API, Customer Object

NEW QUESTION: 58

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in the Cisco Supervisor Desktop
- B. in workflow groups on Cisco Desktop Work Flow Administrator
- C. in resource configuration on Application Administration
- D. in CSQ configuration on Application Administration

Answer: (SHOW ANSWER)

NEW QUESTION: 59

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. Delete a skill
- D. Enable automatic work on a CSQ.
- E. Create a resource.
- F. Modify the skill competence level of an agent.

Answer: B,D,F ([LEAVE A REPLY](#))

NEW QUESTION: 60

Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)

- 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

Answer: ([SHOW ANSWER](#))

Explanation

The Cisco Unified CCX Installer media is used to install the following components on the Unified CCX server:

Cisco Unified CCX Engine: This is the core component that provides the call control, routing, and scripting functionality for Unified CCX. It also includes the Cisco Unified CCX Administration web interface, the Cisco Unified CCX Serviceability web interface, the Cisco Unified CCX Editor, and the Cisco Unified CCX Historical Reports client.

Recording Component: This is an optional component that enables the recording and playback of agent calls. It also includes the Cisco Unified CCX Supervisor Desktop and the Cisco Unified CCX Agent Desktop applications.

Informix DB: This is the database component that stores the configuration and historical data for Unified CCX. It also includes the Cisco Unified CCX Database Schema and the Cisco Unified CCX Database Monitor Service.

The following components are not installed from the Cisco Unified CCX Installer media:

iPlanet Web Server: This is a web server that is not used by Unified CCX. Unified CCX uses the Apache Tomcat web server, which is installed as part of the Cisco Unified Communications Operating System.

Cisco Unified Operations Manager: This is a network management application that monitors the health and performance of Cisco Unified Communications systems. It is not part of Unified CCX and requires a separate installation and license.

Cisco Unified Communications Manager: This is the call processing component that provides the IP telephony services for Unified CCX. It is not part of Unified CCX and requires a separate installation and license.

References:

Cisco Unified Contact Center Express Install and Upgrade Guide, Release 12.5(1), Chapter 1:

Unified CCX Installation

[Deploying Cisco Unified Contact Center Express (UCCXD) v6.0], Module 1: Cisco Unified Contact Center Express Overview

NEW QUESTION: 61

Which two releases require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express? (Choose two.)

- A. minor release
- B. major release
- C. service update
- D. engineering special

Answer: B,C (LEAVE A REPLY)

Explanation

The two releases that require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express (UCCX) are the major release and the service update. A major release is a new version of UCCX that introduces significant changes and new features. A service update is a maintenance release that fixes bugs and enhances the functionality of UCCX. Both the major release and the service update are available as ISO images that can be downloaded from the Cisco website or ordered as physical DVDs¹² The other options do not require physical media to be ordered and received prior to patching or upgrading UCCX:

Minor release: A minor release is a new version of UCCX that has minor changes and enhancements. A minor release is available as a COP file that can be downloaded from the Cisco website and applied to the UCCX system using the CLI or the web interface¹² Engineering special: An engineering special is a patch that addresses a specific issue or customer request. An engineering special is available as a COP file that can be downloaded from the Cisco website and applied to the UCCX system using the CLI or the web interface¹²

References: 1: Cisco Unified Contact Center Express Install and Upgrade Guide, Release 12.5 (1) - Unified CCX Upgrade [Cisco Unified Contact Center Express] - Cisco 1 2: Cisco Unified Contact Center Express Install and Upgrade Guide, Release 11.6 (2) - Unified CCX Upgrade [Cisco Unified Contact Center Express] - Cisco 2

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NEW QUESTION: 62

Which three operations can be performed within the Cisco Finesse IP Phone Agent (IPPA)? (Choose three.)

- A. An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons.
- B. Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license.

- C. A supervisor can sign in to Finesse IPPA and initiate call recording.
- D. A supervisor can use Finesse IPPA to act as an agent and accept calls.
- E. An agent can sign in to Finesse IPPA and initiate call recording.

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 63

In a Cisco Unified Contact Center Express application script, a number is read from an external database. The number must then be played out as part of a prompt.

Which Unified CCX Editor step creates a new prompt that can play out the number?

- A. Create Generated Prompt
- B. Create Language Prompt
- C. Create Container Prompt
- D. Create Conditional Prompt

Answer: A (LEAVE A REPLY)

NEW QUESTION: 64

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. Control Center
- C. system parameters
- D. trace configuration

Answer: D (LEAVE A REPLY)

NEW QUESTION: 65

In Cisco Unified CCX Administration, what is created on the Communications Manager when you add a Cisco Unified Communications Manager Telephony group?

- A. CTI Ports
- B. CTI Route Point
- C. Cisco Unified CCX Call Control Group
- D. Cisco Unified Communications Manager Call Control Group

Answer: A (LEAVE A REPLY)

Section: (none)

NEW QUESTION: 66

Which statement is true about Cisco Context Service?

- A. A POD can map to multiple fieldsets.
- B. A POD can map to a fieldset.
- C. The runtime connector is responsible for account and password management.
- D. Every customer is mapped to a maximum of one POD.

Answer: B (LEAVE A REPLY)

Explanation

A POD (Point of Data) is a unit of data that is stored in Context Service. A POD can contain information about a customer, an interaction, or any other entity that is relevant to the contact center.

A POD can map to a fieldset, which is a collection of fields that define the structure and schema of the POD. A fieldset can have a name, a description, and a list of fields. Each field can have a name, a type, and a value. A POD can belong to only one fieldset, but a fieldset can have multiple PODs¹. The runtime connector is not responsible for account and password management, but for registering the contact center components with Context Service and sending and receiving PODs². Every customer can be mapped to multiple PODs, depending on the number of interactions they have with the contact center³

. References:

1: Cisco Unified Contact Center Express Features Guide, Release 12.0(1) - Context Service Data Model, Fields, and Fieldsets [Cisco Unified Contact Center Express] -

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

2: Cisco Unified Contact Center Express Features Guide, Release 12.0(1) - Component Configuration and Registration [Cisco Unified Contact Center Express] -

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

3: Cisco Unified Contact Center Express Features Guide, Release 12.0(1) - Omnichannel Customer Journey [Cisco Unified Contact Center Express] -

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

NEW QUESTION: 67

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. 250 seats

C. 180 seats

D. 200 seats

Answer: A (LEAVE A REPLY)

NEW QUESTION: 68

What is the maximum number of agents that Cisco Unified Contact Center Express supports when it is deployed with Cisco Unified Communications Manager?

A. 50

B. 300

C. 400

D. 150

Answer: (SHOW ANSWER)

NEW QUESTION: 69

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

Answer: D (LEAVE A REPLY)

Explanation

The Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD) can be installed with two languages each. The languages are selected during the installation process and can be changed later by running the Postinstall.exe utility. The CAD and the CSD can have different languages installed, as long as they are supported by the Cisco Unified Contact Center Express (UCCX) system. The supported languages are listed in the Cisco Unified Contact Center Express Software and Hardware Compatibility Guide. References: Cisco Unified Contact Center Express Installation and Upgrade Guide, Release 12.5(1) - Install Cisco Agent Desktop, Cisco Unified Contact Center Express Installation and Upgrade Guide, Release 12.5(1) - Install Cisco Supervisor Desktop

NEW QUESTION: 70

The Agent email feature is available in which Cisco Unified Contact Center Express packages?

- A. Premium and Standard
- B. Premium, Enhanced, and Standard
- C. Premium and Enhanced
- D. Premium only

Answer: D (LEAVE A REPLY)

NEW QUESTION: 71

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

Answer: (SHOW ANSWER)

Section: (none)

NEW QUESTION: 72

What are the peripheral variables in the Set Enterprise Call Info step related to?

- A. custom variables
- B. ECC variables

- C. call variables
- D. script parameters that are passed from the application configuration

Answer: C (LEAVE A REPLY)

NEW QUESTION: 73

Which step can be used to trap runtime script errors and recover gracefully?

- A. On Exception Goto
- B. Get Reporting Statistic
- C. Set
- D. Call Subflow

Answer: (SHOW ANSWER)

NEW QUESTION: 74

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

Answer: (SHOW ANSWER)

Section: (none)

NEW QUESTION: 75

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

Answer: A (LEAVE A REPLY)

Section: (none)

NEW QUESTION: 76

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.

Answer: B (LEAVE A REPLY)

Section: (none)

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NEW QUESTION: 77

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

Answer: (SHOW ANSWER)

Explanation

A Contact Service Queue (CSQ) is a logical grouping of agents that share similar skills and can handle similar types of contacts. A CSQ is defined by three main fields: the Resource Selection Criteria, the Service Level, and the Overflow CSQ. The Resource Selection Criteria determines how the system selects the most appropriate agent for each contact based on the agent's competency level and availability. The Service Level defines the percentage of contacts that should be answered within a specified time threshold. The Overflow CSQ specifies another CSQ to which the contacts are redirected when the current CSQ reaches its maximum capacity or when the contacts wait in the queue for too long. These three fields are essential for defining a CSQ in Cisco Unified Contact Center Express Enhanced. The other fields, such as Agent Name, Automatic Work, and CCX Application, are not used in defining a CSQ, but rather in configuring other aspects of the system, such as agent settings, workflow groups, and scripts. References: Cisco Unified Contact Center Express Design Guide, Release 11.0 (1), [Cisco Unified Contact Center Express Administration Guide, Release 11.0 (1)]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_0/configurat

NEW QUESTION: 78

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

Answer: B,C (LEAVE A REPLY)

Explanation

Historical reports can be generated using the Historical Reporting Client (HRC) and the Cisco Unified Intelligence Center (CUIC). The HRC is a standalone application that allows supervisors and administrators to view and print reports on historical data from the Unified CCX server. The CUIC is a web-based reporting application that provides real-time and historical reports for Unified CCX. Both tools allow users to create, schedule, and export reports on various aspects of the Unified CCX system, such as agent performance, call statistics, and system health. References:

Cisco Unified Contact Center Express Reporting Guide, Release 11.6(2), Chapter: Historical Reports [Deploying Cisco Unified Contact Center Express (UCCXD) v6.0]2, Module 3: Cisco Unified CCX Reporting, Lesson 1: Cisco Unified CCX Reporting Overview

NEW QUESTION: 79

In a high availability over WAN deployment, which option cannot be across the WAN from the active Cisco Unified Contact Center Express site?

- A. enterprise database
- B. wallboard server
- C. ASR or TTS servers
- D. SMTP server

Answer: (SHOW ANSWER)

NEW QUESTION: 80

During runtime, when a valid SQL query in a DB Read step returns 0 rows, which branch of the step is executed?

- A. No Data
- B. SQL Error
- C. Successful
- D. Timeout

Answer: B (LEAVE A REPLY)

NEW QUESTION: 81

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center

Answer: B (LEAVE A REPLY)

Section: (none)

NEW QUESTION: 82

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 25

- B. 75
- C. 120
- D. 50

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 83

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?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

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

- A. number of historical reporting sessions
- B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment
- C. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment
- D. number of ASR and TTS ports
- E. number of silent-monitoring and remote-monitoring sessions
- F. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX

Answer: B,C,F ([LEAVE A REPLY](#))

NEW QUESTION: 85

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

Answer: C ([LEAVE A REPLY](#))

Explanation

According to the Cisco Unified Contact Center Express Design Guide, Release 8.0(1), the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment is 300.

This is the same as the maximum number of IVR ports that can be supported by the Standard deployment. The

CTI ports are used to route calls to agents or to play prompts and collect caller input. The number of CTI ports depends on the number of concurrent calls that the system needs to handle and the call flow design. The Standard deployment supports up to 150 agents and 300 IVR ports or CTI ports. References := Cisco Unified Contact Center Express Design Guide, Release 8.0(1), page 2-7.

NEW QUESTION: 86

Select a statement about the Call Subflow step that is not true.

- A. After the Call Subflow step executes, you can transfer values of variables from the subflow to the calling flow.
- B. The same subflow can be invoked from different scripts.
- C. A subflow can access all variables in the calling script.
- D. When the Call Subflow step executes, you can transfer values of variables from the calling flow to the subflow.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 87

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

Answer: C (LEAVE A REPLY)

Explanation

To develop a custom Cisco Unified Intelligence Center report for a Cisco Unified CCX deployment, you need the Cisco Unified Intelligence Center Premium package. This package allows you to create custom reports using the Report Definition tool, which provides access to all the data sources, fields, filters, drilldowns, and formatting options. The Cisco Unified Intelligence Center Standard package only allows you to run predefined reports and make limited modifications, such as changing the layout, adding filters, and scheduling. The Cisco Unified CCX Premium and Enhanced packages do not affect the Cisco Unified Intelligence Center reporting capabilities, as they are related to the Unified CCX features and licenses. References: Deploying Cisco Unified Contact Center Express (UCCXD) v6.0 - Module 3:

Operate a Cisco Unified Contact Center Express System - Lesson 1: Cisco Unified Intelligence Center Reports - Topic: Cisco Unified Intelligence Center Overview

NEW QUESTION: 88

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 IP IVR
- D. Cisco Unified CCX Enterprise
- E. Cisco Unified CCX Premium

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

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

Answer: B ([LEAVE A REPLY](#))

Explanation

According to the Cisco Unified Contact Center Express Design Guide, Release 8.0(1), the maximum number of agent web chat sessions that is supported on the highest class server is 50. This means that a single agent can handle up to 50 concurrent web chat sessions on a server that meets the highest hardware specifications for Cisco Unified CCX 8.0. The highest class server for Cisco Unified CCX 8.0 is the MCS 7845, which has the following hardware configuration:

Processor: Two quad-core Intel Xeon E5440 2.83-GHz processors

Memory: 12 GB RAM

Hard disk: Four 146-GB SAS hard disks

The maximum number of agent web chat sessions depends on the hardware configuration, the deployment model, and the features enabled. For example, if Cisco Unified CCX is deployed in a high availability mode, the maximum number of agent web chat sessions is reduced to 25. If Cisco Unified CCX is deployed with Cisco Unified Presence, the maximum number of agent web chat sessions is reduced to 20. If Cisco Unified CCX is deployed with Cisco Unified Intelligence Center, the maximum number of agent web chat sessions is reduced to 10. The maximum number of agent web chat sessions also varies for different versions of Cisco Unified CCX. For example, Cisco Unified CCX 7.0 can support a maximum of 25 agent web chat sessions, while Cisco Unified CCX 9.0 can support a maximum of 60 agent web chat sessions. References: Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Chapter 3: Unified CCX Architecture and Capacity Planning, Section 3.2.3:

Agent Web Chat, Page 331 Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Chapter 3: Unified CCX Architecture and Capacity Planning, Section 3.3: Unified CCX Hardware Configuration, Page 372

NEW QUESTION: 90

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

- A. IPC Resource Calculator
- B. CTI Port Calculator
- C. Cisco Unified Communications Sizing Tool
- D. Cisco Unified CCX Applications Administration

Answer: C (LEAVE A REPLY)

Section: (none)

NEW QUESTION: 91

You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three)

- A. Check to see if the customer has installed any third party applications
- B. Check the Cisco Unified CCX Serviceability Control Center
- C. Talk to the customer about the deployment and usage pattern.
- D. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- E. Collect the thread dump for Cisco Unified CCX Engine
- F. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool

Answer: (SHOW ANSWER)

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NEW QUESTION: 92

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

Answer: (SHOW ANSWER)

Explanation

To run a 30-port outbound IVR campaign, the customer needs to purchase 30 outbound IVR ports and 15 agent seats in addition to the 200 Cisco Unified CCX Premium agent seats. This is because the outbound IVR

ports are not included in the Premium package and need to be purchased separately as an add-on component¹.

The outbound IVR ports are used to dial out to customers and play prompts or transfer calls to agents. The outbound IVR ports are also consumed by the agents who are logged in to the outbound campaign. The ratio of outbound IVR ports to agents is 2:1, which means that for every two outbound IVR ports, one agent seat is required². Therefore, to run a 30-port outbound IVR campaign, the customer needs 15 agent seats for the outbound agents. The customer does not need to purchase a gateway or a router, as these are network devices that are not related to the outbound IVR campaign. References := Cisco Unified Contact Center Express 12.5 Data Sheet, page⁴. Outbound Option Guide for Cisco Unified Contact Center Enterprise and Hosted Release 9.0(1), page 2-3.

NEW QUESTION: 93

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

Answer: C (LEAVE A REPLY)

Section: (none)

NEW QUESTION: 94

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. SQL Error
- B. Timeout
- C. Successful
- D. No Data

Answer: (SHOW ANSWER)

NEW QUESTION: 95

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

- A. Phone1 is the only mandatory field.
- B. Up to three custom fields can be added.
- C. List filtering for "Do Not Call" is unsupported.
- D. When records have matching phone numbers, only one record is created.
- E. Imports can be automatically executed on a weekly basis.

Answer: A,B,E (LEAVE A REPLY)

Explanation

The importing of contacts into a Cisco Unified Contact Center Express campaign has the following characteristics:

Phone1 is the only mandatory field. The Phone1 field contains the primary phone number of the contact. The other fields are optional and can be used to store additional information about the contact, such as first name, last name, account number, etc1, page 4-16.

Up to three custom fields can be added. The custom fields can be used to store any additional data that is not available in the predefined fields. The custom fields can be named and mapped to the corresponding columns in the CSV file1, page 4-17.

Imports can be automatically executed on a weekly basis. The import schedule can be configured to run the import process at a specified time and frequency. The import frequency can be daily, weekly, or monthly1, page 4-18.

The following statements are incorrect:

List filtering for "Do Not Call" is unsupported. The list filtering feature allows the administrator to filter out contacts that match certain criteria, such as phone numbers that are on the "Do Not Call" list, duplicate records, or invalid numbers. The list filtering can be enabled or disabled for each campaign1, page 4-19.

When records have matching phone numbers, only one record is created. The duplicate handling feature allows the administrator to specify how to handle contacts that have the same phone number as an existing contact in the database. The administrator can choose to overwrite the existing contact, skip the new contact, or create a new contact with a different ID1, page 4-20. References: Cisco Unified Contact Center Express Administration and Operations Guide, Release 12.0 (1)

NEW QUESTION: 96

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

- A. configure default session timeout
- B. upload script to repository
- C. restart the Cisco Unified CCX Engine
- D. specify the maximum number of sessions
- E. create a trigger

Answer: B,D,E (LEAVE A REPLY)

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