# Cisco

## Exam 500-051

## Unified Communications Contact Center Express Implementation – UCCX

**Verson: Demo**

**[ Total Questions:   10 ]**

**Question No : 1**

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

**Answer: C**

**Question No : 2**

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: B**

**Question No : 3**

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

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

**Answer: A**

**Question No : 4**

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: B,C,E**

**Question No : 5**

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

**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

**Answer: A,C,D**

**Question No : 6**

Which option can perform Call Progress Analysis in outbound IVR?

**A.** gateway
**B.** Unified CM transcoder
**C.** Automatic Speech Recognition server
**D.** agent (voice)

**Answer: A**

**Question No : 7**

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**

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**Question No : 8**

In the Expression Editor panel of Cisco Unified CCX Script Editor, what are three reasons to use the Java tab? (Choose three.)

**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

**Answer: A,B,F**

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**Question No : 9**

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

**Answer: A**

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**Question No : 10**

What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

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

**Answer: D**