

# 500-051<sup>Q&As</sup>

Unified Communications Contact Center Express Implementation

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### **QUESTION 1**

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

### **QUESTION 2**

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 3**

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.



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- 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

### **QUESTION 4**

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

### **QUESTION 5**

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

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