



500-051^{Q&As}

Unified Communications Contact Center Express Implementation

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QUESTION 1

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

QUESTION 2

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 3

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 4

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

Correct Answer: BEF

QUESTION 5

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

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