



Vendor: Cisco

Exam Code: 500-051

Exam Name: Unified Communications Contact Center
Express Implementation

Version: DEMO

QUESTION 1

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

QUESTION 2

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

Answer: C

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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: AC

QUESTION 6

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

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

Answer: AD

QUESTION 7

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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