



**Vendor:** Cisco

**Exam Code:** 500-052

**Exam Name:** Deploying Cisco Unified Contact Center  
Express

**Version:** DEMO

**QUESTION 1**

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

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

**Answer:** A

**QUESTION 2**

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:** C

**QUESTION 3**

Which two Cisco Unified CCX steps should you use if you want to send an HTTP message? (Choose two.)

- A. Write Document
- B. Place Call
- C. Send HTTP Response
- D. Cache Document
- E. Create URL Document

**Answer:** CD

**QUESTION 4**

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

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

**Answer:** C

**QUESTION 5**

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: C**

**QUESTION 6**

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

- A. A supervisor can use Finesse IPPA to act as an agent and accept calls.
- B. An agent can sign in to Finesse IPPA and initiate call recording.
- C. A supervisor can sign in to Finesse IPPA and initiate call recording.
- D. An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons.
- E. Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license.

**Answer: CDE**

**QUESTION 7**

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

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

**Answer: C**

**QUESTION 8**

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: BC**

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