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Answer: CQUESTION 13A 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 portsB. 15 agent seatsC. gatewayD. router**Answer: AC**QUESTION 14Which two resource selection criteria are available for a chat Contact Service Queue? (Choose two.)A. Longest availableB. Least skilledC. Most handled contactsD. Most skilled**Answer: AD**QUESTION 15In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social-Miner can be deployed in which location?A. InternetB. demilitarized zoneC. corporate networkD. wherever the Cisco Unified UCCX server is deployed**Answer: B**QUESTION 16Which tool allows partners to perform these actions? a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-to-quality bid assurance process)A. Cisco Solution Expert ToolB. Cisco Unified CCX Sizing ToolC. Cisco Unified Expert Advisor ToolD. Cisco Unified Communications Sizing Tool**Answer: D**QUESTION 17Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)A. iPlanet Web ServerB. Cisco Unified CCX EngineC. Cisco Unified Operations ManagerD. Cisco Unified Communications ManagerE. Recording ComponentF. Informix DB

Answer: BEFQUESTION 18Which two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer? (Choose two.)A. IVR System PromptsB. Cisco Supervisor DesktopC. Unified Communications Operating SystemD. Cisco Unified Communications ManagerE. Workforce Management**Answer: AC**QUESTION 19Which of the following is not an input that is required when you install Cisco Unified CCX?A. application usernameB. platform administrator usernameC. IP addressD. default languageE. time zone**Answer: D**QUESTION 20The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)A. hostnameB. IP addressC. gateway addressD. physical MACE. Cisco Unified CCX version**Answer: ABC**QUESTION 21Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)A. Assign a contact list to a CSQ.B. Assign a contact list to a workflow group.C. Assign an SME to a contact list.D. Assign a contact list to a skill.E. Assign an SME to a CSQ.**Answer: BC**QUESTION 22Where can you start, stop, and restart Cisco Unified Contact Center Express services?A. Control Center on Cisco Unified Contact Center Express ServiceabilityB. System page on Cisco Unified Contact Center Express AdministrationC. Cisco Desktop AdministratorD. Cisco Unified Communications Operating System Administration**Answer: A**!!!RECOMMEND!!!1.|2018 Latest 500-052 Exam Dumps (PDF & VCE) 91Q&As

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