

CISCO 500-052

**Cisco Deploying Unified Contact Center Express
Certification Questions & Answers**

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500-052

[Cisco Channel Partner Unified Contact Center](#)

45-55 Questions Exam – Variable (750-850 / 1000

Approx.) Cut Score – Duration of 60 minutes



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Discover More about the 500-052 Certification

Are you interested in passing the Cisco 500-052 exam? First discover, who benefits from the 500-052 certification. The 500-052 is suitable for a candidate if he wants to learn about Channel Partner and Other. Passing the 500-052 exam earns you the Cisco Channel Partner Unified Contact Center title.

While preparing for the 500-052 exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The 500-052 PDF contains some of the most valuable preparation tips and the details and instant access to useful [500-052 study materials just at one click](#).

Cisco 500-052 Deploying Unified Contact Center Express Certification Details:

Exam Name	Deploying Cisco Unified Contact Center Express
Exam Number	500-052 UCCXD
Exam Price	\$300 USD
Duration	60 minutes
Number of Questions	45-55
Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	Deploying Cisco Unified Contact Center Express (UCCXD) v6.0
Exam Registration	PEARSON VUE
Sample Questions	Cisco 500-052 Sample Questions
Practice Exam	Cisco Channel Partner Unified Contact Center Practice Test

500-052 Syllabus:

Section	Weight	Objectives
Design a Cisco Unified Contact Center Express System Deployment	32%	<ul style="list-style-type: none"> - Perform customer capacity planning - Determine customer required features - Evaluate and recommend different configuration option - Identify available configuration and ordering tools
Implement a Cisco Unified Contact Center Express System	40%	<ul style="list-style-type: none"> - Describe the process for installing Cisco UCCX software and hardware - Describe the process to configure Cisco

Section	Weight	Objectives
		UCCX software and the provisions users need to meet customer requirements - Describe the process of using the Cisco UCCX Application Editor - Examine the Cisco Business Edition 6000 competitive landscape
Operate a Cisco Unified Contact Center Express System	28%	- Identify basic Cisco UCCX user tasks - Identify processes and tools available for troubleshooting Cisco UCCX - Identify processes and tools available for monitoring system operations in Cisco UCCX - Identify processes and tools available for patching, upgrading systems, and license additions for Cisco UCCX

Broaden Your Knowledge with Cisco 500-052

Sample Questions:

Question: 1

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash?
 (Choose three.)

- a) Check the Cisco Unified CCX Serviceability Control Center.
- b) Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
- c) Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- d) Check to see if the customer has installed any third-party applications.
- e) Talk to the customer about the deployment and usage pattern.

Answer: b, c, e

Question: 2

If you use skills-based routing, where is the agent selection criteria defined?

- a) in the Contact Service Queue definition
- b) in the Resource definition
- c) in the Skill definition
- d) in the Skill Group definition

Answer: a

Question: 3

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- a) in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- b) in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- c) in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- d) in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Answer: b

Question: 4

Which action would you take to convert a high availability over LAN deployment to high availability over WAN?

- a) Apply a "Warm Standby" license.
- b) Apply a "WAN Standby" license.
- c) Do a fresh installation of the whole system as high availability over WAN.
- d) Reinstall second Cisco Unified CCX node and add it to cluster over WAN.

Answer: d

Question: 5

A customer purchases 200 Cisco Unified Contact Center Express Premium agent seats. In order to run a 30-port outbound IVR campaign, which two additional items must the customer purchase?

(Choose two.)

- a) 30 outbound IVR ports
- b) a router
- c) 30 agent seats
- d) 15 agent seats
- e) a gateway

Answer: a, e

Question: 6

Why are CSQs associated to the team definition?

- a) It allows agents to be a part of the CSQ.
- b) It allows the associated supervisors to make modifications to the CSQ.
- c) It designates which CSQ information to display on the supervisor desktop.
- d) It is informational and is used for historical reporting only.

Answer: a

Question: 7

What information from the first node is used as the secret key during second node installation?

- a) administrator password
- b) application user password
- c) security password
- d) IP address

Answer: c

Question: 8

Historical reports can be generated using which two Cisco Unified CCX tools?

(Choose two.)

- a) Historical Reports Data Store
- b) Historical Reporting Client
- c) Cisco Unified Intelligence Center
- d) Cisco Supervisor Desktop

Answer: b, c

Question: 9

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: 10

How is the default eMail address in the eMail Subsystem Configuration page used?

- a) It receives all mail sent in the Send eMail step as a bcc.
- b) It is the From address for emails sent by agents using Agent E-mail.
- c) It is used if no email contact is specified in the Create eMail step.
- d) It becomes the From address in the Send eMail step if no address is specified.

Answer: d

Avail the Study Guide to Pass Cisco 500-052 Deploying Unified Contact Center Express Exam:

- Find out about the 500-052 syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [500-052 syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the 500-052 training. Joining the Cisco provided training for 500-052 exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [500-052 sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. 500-052 practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

Passing the 500-052 exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the 500-052 Certification

NWExam.com is here with all the necessary details regarding the 500-052 exam. We provide authentic practice tests for the 500-052 exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on NWExam.com for rigorous, unlimited two-month attempts on the [500-052 practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Cisco Channel Partner Unified Contact Center.

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