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QUESTION 61Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.) A.   collect trace filesB.   stop and start Cisco Unified CCX servicesC.   view syslog messagesD.   perform backup and restore functionsE.   monitor the health of the Cisco Unified CCX systemAnswer: ACE QUESTION 62Which tool is used to size Cisco Unified CCX? A.   Analysis ManagerB.   Cisco Unified Communications Sizing ToolC.   Expert AdvisorD.   Cisco Unified Real-Time Monitoring Tool Answer: B QUESTION 63Which two releases require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express? (Choose two.) A.   minor releaseB.   major releaseC.   service updateD.   engineering special Answer: AB QUESTION 64Which statement is true about the default script field when adding an application? A.   When a caller does not enter a choice in a Menu step, it will execute the default script.B.   Any problems running the configured script will cause the default script to be executed.C.   When the caller enters a digit in the Menu step that is not defined, the default script will be executed.D.   When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed. Answer: B QUESTION 65Which step can be used to trap runtime script errors and recover gracefully? A.   SetB.   Call SubflowC.   On Exception GotoD.   Get Reporting Statistic Answer: C QUESTION 66Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.) A.   Create URL DocumentB.   Write DocumentC.   Cache DocumentD.   Send Http Response Answer: CD QUESTION 67In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number? A.   Create Container PromptB.   Create Generated PromptC.   Create Language PromptD.   Create Conditional Prompt Answer: B QUESTION 68Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.) A.   chat with an SMEB.   send an email to an SMEC.   send enterprise data to an SMED.   transfer a call to an SMEE.   start a Cisco WebEx session with an SME Answer: ACD QUESTION 69Which Cisco Unified Contact Center Express platform set supports the use of an embedded Internet browser within the Cisco Agent Desktop? A.   Premium onlyB.   Enhanced and Premium onlyC.   Standard, Enhanced, and PremiumD.   Cisco Unified Contact Center Express does not support an embedded Internet browser Answer: A QUESTION 70Which two steps check out a database connection from the connection pool? (Choose two.) A.   DB GetB.   DB ReadC.   DB WriteD.   DB Release Answer: BC **500-052 dumps full version (PDF&VCE):**
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