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Question: 1

In a high availability over WAN deployment, which option cannot be located across the WAN from the active Cisco Unified Contact Center Express site?

- A. SMTP server
- B. ASR or TTS servers
- C. wallboard server
- D. enterprise database

Answer: B

Question: 2

You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three)

- A. Collect the thread dump for Cisco Unified CCX Engine
- B. Check to see if the customer has installed any third party applications
- C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool
- E. Talk to the customer about the deployment and usage pattern.
- F. Check the Cisco Unified CCX Serviceability Control Center

Answer: CDE

Question: 3

Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

- A. Media
- B. Database
- C. Unified CM Telephony
- D. Configuration datastore

Answer: B

Question: 4

What is the maximum number of agents that Cisco Unified Contact Center Express supports when it is deployed with Cisco Unified Communications Manager?

- A. 300
- B. 150

- C. 400
- D. 50

Answer: A

Question: 5

What

is the maximum number of CTI ports that a Cisco Unified Contact Center Express Standard deployment supports?

- A. 200
- B. 400
- C. 300
- D. 150

Answer: C

Question: 6

What are the peripheral variables in the Set Enterprise Call Info step related to?

- A. call variables
- B. custom variables
- C. script parameters that are passed from the application configuration
- D. ECC variables

Answer: A

Question: 7

During runtime, when a valid SQL query in a DB Read step returns 0 rows, which branch of the step is executed?

- A. Timeout
- B. No Data
- C. SQL Error
- D. Successful

Answer: C

Question: 8

Which step library is included in the license for Cisco Unified Contact Center Express Standard?

- A. document steps
- B. email steps

- C. ICM steps
- D. database steps

Answer: A

Question: 9

What is the maximum number of concurrent agent web chat sessions that are supported on the highest class server?

- A. 75
- B. 25
- C. 50
- D. 120

Answer: C

Question: 10

Which three operations can be performed within the Cisco Finesse IP Phone Age (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: 11

What is the maximum number of contacts that Cisco Finesse supports in a phone book?

- A. 2000
- B. 1500
- C. 500
- D. 300

Answer: B

Explanation:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1001/user/guide/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001_chapter_0101.html

Question: 12

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 Serviceability
- D. Cisco Unified Communications Operating System Administration

Answer: C

Question: 13

An organization wants to collect an account number from a customer via IVR prompting. Then the customer wants to use a keystroke macro to insert the account number into the account number field in the agent CRM desktop application. The keystroke macro will also initiate the CRM desktop application and execute a database lookup from the CRM database server, in order to retrieve the customer record. Which product provides these capabilities at the lowest cost?

- A. Cisco Unified IP IVR
- B. Cisco Unified CCX Standard
- C. Cisco Unified CCX Enterprise
- D. Cisco Unified CCX Premium
- E. Cisco Unified CCX Enhanced

Answer: E

Question: 14

You are designing a Cisco Unified Contact Center Express system with these four requirements:

- 250 configured agents

- a maximum of 150 agents that are logged in at any time
 - 30 agents that are able to make outbound calls
 - 20 agents that are able to answer emails
- How many premium seats should you purchase?

- A. 150
- B. 200
- C. 180
- D. 250

Answer: A

Question: 15

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: 16

The Cisco Unified Contact Center Installer automatically installs which two features on the Cisco Unified Contact Center Express server? (Choose two)

- A. Cisco Unified Communications Manager
- B. Cisco Unified Communications Operating System
- C. IVR System Prompts
- D. Workforce Management
- E. Cisco Supervisor Desktop

Answer: BC

Question: 17

Which type of information is available from the Cisco Unified Contact Center Express control center?

- A. date and time of most recent service status
- B. Cisco Unified Communications Manager cluster status
- C. system parameters configuration
- D. database replication status

Answer: A

Question: 18

The Agent email feature is available in which Cisco Unified Contact Center Express packages?

- A. Premium and Enhanced
- B. Premium, Enhanced, and Standard
- C. Premium only
- D. Premium and Standard

Answer: C

Question: 19

Which interface is used to configure debug parameters for log files?

- A. System Parameters

- B. Trace Configuration
- C. Control Center
- D. Datastore Control Center

Answer: B

Question: 20

A customer purchases 200 Cisco Unified Center Express Premium agent seats In order to run a 30- port outbound IVR campaign, which two addition 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

Question: 21

What enables you to monitor past agent seat license usage?

- A. the traffic analysis historical report
- B. the port and agent seat utilization historical report in Cisco Unified Intelligence Center
- C. the overall Cisco Unified CCX statistics in Cisco Unified Real-Time Monitoring Tool
- D. the port-monitoring tool in Cisco Unified Real-Time Monitoring Tool

Answer: B

Question: 22

Which three things cannot be validated by using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

- A. number of silent-monitoring and remote-monitoring sessions
- B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment
- C. number of historical reporting sessions
- D. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX
- E. number of ASR and TTS ports
- F. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Answer: B, D, F

Question: 23

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: 24

Which three tasks are required to deploy a Cisco Unified Contact Center Express application? (Choose three.)

- A. create a trigger
- B. upload script to repository
- C. restart the Cisco Unified CCX Engine
- D. specify the maximum number of sessions
- E. configure default session timeout

Answer: A, B, D

Question: 25

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Skill Groups
- B. Competence levels
- C. Contact Service Queue
- D. Resource Group

Answer: C

Question: 26

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

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

Answer: A, D

Question: 27

Which facility is provided to debug a Cisco Unified Contact Center Express script live with a real voice call?

- A. Accept Step
- B. Proactive Debugging
- C. Cisco Unified Contact Center Express Editor

D. Reactive Debugging

Answer: D

Question: 28

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 superior 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: 29

Which three fields are used to define a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

Answer: B, C, E

Question: 30

The Cisco Unified Real-Time Monitoring Tool enables you to perform which three actions? (Choose three.)

- A. Plot and view performance data.
- B. Monitor the replication status of historical data store.
- C. Monitor the Cisco Unified CCX CTI port status and take corrective action.
- D. Download log files from Cisco Unified CCX nodes.
- E. Check the number of active calls in the Cisco Unified CCX system.
- F. Monitor the WAN link status.

Answer: A, C, D

Question: 31

Which information is readable to Cisco Collaboration Software in the cloud?

- A. PII
- B. plain text name value pair
- C. PII and plain text name value pair
- D. No information is readable to Cisco collaboration Software.

Answer: D

Question: 32

In a Cisco Unified Contact Center Express application script, a number is read from an external database. The number must then be played out as part of a prompt.

Which Unified CCX Editor step creates a new prompt that can play out the number?

- A. Create Container Prompt
- B. Create Language Prompt
- C. Create Conditional Prompt
- D. Create Generated Prompt

Answer: D

Question: 33

Which statement is true about the ability to look up customers in Cisco Context Service?

- A. Exactly one customer object is returned, based on the search parameters that are provided
- B. If more than one customer object is found, a failure is returned, based on the search parameters that are provided.
- C. An array of customer objects is returned, based on the search parameters that are provided.
- D. Cisco Context Service does not provide the ability to look up customers.

Answer: C

Question: 34

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

- A. Apply a "WAN Standby" license.
- B. Reinstall a second Cisco Unified CCX node and add it to the cluster over WAN.
- C. Do a fresh installation of the whole system as high availability over WAN.
- D. Apply a "Warm Standby" license.

Answer: B

Question: 35

What is the minimum package that is required to develop a Cisco Unified Intelligence Center custom report for

a Cisco Unified Contact Center Express deployment?

- A. Cisco Unified Intelligence Center Standard
- B. Cisco Unified Intelligence Center Premium
- C. Cisco Unified CCX Enhanced
- D. Cisco Unified CCX Premium

Answer: B

Question: 36

In the Expression Editor panel of Cisco Unified Contact Center Express Script Editor, what are three reasons to use the Java tab? (Choose three.)

- A. to invoke a specified method of a custom Java class
- B. to reference a variable of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer
- E. to get a reference to the Contact and Session states
- F. to allow for arguments to be passed to a specified method

Answer: A, B, F

Question: 37

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: 38

What is the purpose of relative filters?

- A. to report on previous port usage
- B. to generate historical and real-time reports for the previous week
- C. to filter spam emails from reaching the email queues
- D. to generate historical time reports for the previous week

Answer: B

Question: 39

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: 40

What is the maximum round-trip time between Cisco Unified Contact Center Express servers in a WAN deployment?

- A. 2 ms
- B. 50ms
- C. 10 ms
- D. 80 ms

Answer: D

Question: 41

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: 42

A preview outbound dialer uses which source and destination resources?

- A. the personal line of the agent to the customer
- B. the ACD line of the agent to the customer
- C. a CTI port the agent this is redirected to the customer
- D. a CTI port the customer

Answer: B

Question: 43

In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social Miner can be deployed in which location?

- A. wherever the Cisco Unified CCX server is deployed
- B. the Internet
- C. a corporate network
- D. a demilitarized zone

Answer: D

Question: 44

Which two Cisco Unified CCX steps invoke another Unified CCX application script? (Choose two.)

- A. Cache Document
- B. Trigger Application
- C. On Exception Goto
- D. Call Subflow
- E. Connect

Answer: BD

Question: 45

Which statement is true about Cisco Context Service?

- A. A POD can map to multiple fieldsets.
- B. A POD can map to a fieldset.
- C. The runtime connector is responsible for account and password management
- D. Every customer is mapped to a maximum of one POD.

Answer: B

Question: 46

In Cisco Unified Contact Center Express Serviceability, what is the status of the database subsystem on the Control Center page, if the database subsystem is not configured?

- A. shut down
- B. out of service
- C. partial service
- D. not configured

Answer: D

Question: 47

Which tool enables partners to perform the following actions?

- a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, and so on) of a target Cisco Unified Contact Center Express configuration
- b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment- to-quality bid assurance process)

- A. Cisco Solution Expert Tool
- B. Cisco Unified CCX Sizing Tool
- C. Cisco Unified Communications Sizing Tool
- D. Cisco Unified Expert Advisor Tool

Answer: C

Question: 48

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: 49

Which server cannot be configured during the installation phase when installing Cisco Unified Contact Center Express on Cisco Unified Computing System servers?

- A. Cisco Unified Communications Manager server
- B. DNS server
- C. NTP server
- D. SMTP server

Answer: D

Question: 50

In Cisco Unified Contact Center Express, when a variable in the application editor is defined as a parameter, which statement is true?

- A. The variable can be used to pass data to and from VoiceXML applications.
- B. The value for that variable is defined by the calling application.
- C. The value for that variable can be supplied through the Application Management menu in Cisco Unified CCX Administration
- D. The variable can be used to pass data to and from subflows.
- E. The variable can be used in conditional steps.

Answer: B