



# CISCO 500-052

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

Exam Summary – Syllabus – Questions

**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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## Know Your 500-052 Certification Well:

The 500-052 is best suitable for candidates who want to gain knowledge in the Cisco Channel Partner and Other. Before you start your 500-052 preparation you may struggle to get all the crucial Deploying Unified Contact Center Express materials like 500-052 syllabus, sample questions, study guide.

But don't worry the 500-052 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 500-052 syllabus?
- How many questions are there in the 500-052 exam?
- Which Practice test would help me to pass the 500-052 exam at the first attempt?

Passing the 500-052 exam makes you Cisco Channel Partner Unified Contact Center. Having the Deploying Unified Contact Center Express certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

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

<b>Exam Name</b>	Deploying Cisco Unified Contact Center Express
<b>Exam Code</b>	500-052
<b>Exam Price</b>	\$300 USD
<b>Duration</b>	60 minutes
<b>Number of Questions</b>	45-55
<b>Passing Score</b>	Variable (750-850 / 1000 Approx.)
<b>Recommended Training</b>	Deploying Cisco Unified Contact Center Express (UCCXD) v6.0
<b>Exam Registration</b>	<a href="#">PEARSON VUE</a>
<b>Sample Questions</b>	<a href="#">Cisco 500-052 Sample Questions</a>

<b>Practice Exam</b>	<b>Cisco Channel Partner Unified Contact Center Practice Test</b>
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## 500-052 Syllabus:

Section	Weight	Objectives
Design a Cisco Unified Contact Center Express System Deployment	32%	<ul style="list-style-type: none"> <li>- Perform customer capacity planning</li> <li>- Determine customer required features</li> <li>- Evaluate and recommend different configuration option</li> <li>- Identify available configuration and ordering tools</li> </ul>
Implement a Cisco Unified Contact Center Express System	40%	<ul style="list-style-type: none"> <li>- Describe the process for installing Cisco UCCX software and hardware</li> <li>- Describe the process to configure Cisco UCCX software and the provisions users need to meet customer requirements</li> <li>- Describe the process of using the Cisco UCCX Application Editor</li> <li>- Examine the Cisco Business Edition 6000 competitive landscape</li> </ul>
Operate a Cisco Unified Contact Center Express System	28%	<ul style="list-style-type: none"> <li>- Identify basic Cisco UCCX user tasks</li> <li>- Identify processes and tools available for troubleshooting Cisco UCCX</li> <li>- Identify processes and tools available for monitoring system operations in Cisco UCCX</li> <li>- Identify processes and tools available for patching, upgrading systems, and license additions for Cisco UCCX</li> </ul>

## Cisco 500-052 Sample Questions:

Question: 1

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: 2**

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: 3**

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: 4**

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: 5**

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: 6**

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: 7**

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: 8**

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**

**Question: 9**

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: 10**

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**

## Study Guide to Crack Cisco Deploying Unified Contact Center Express 500-052 Exam:

- Getting details of the 500-052 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 500-052 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.

- Joining the Cisco provided training for 500-052 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 500-052 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 500-052 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

## Reliable Online Practice Test for 500-052 Certification

Make NWExam.com your best friend during your Deploying Cisco Unified Contact Center Express exam preparation. We provide authentic practice tests for the 500-052 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 500-052 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 500-052 exam.

**Start online practice of 500-052 Exam by visiting URL**

**<https://www.nwexam.com/cisco/500-052-deploying-cisco-unified-contact-center-express-uccxd>**