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Exam : **500-051**

Title Unified Communications Contact Center Express Implementation

Version : DEMO

1.Agent Email is a Cisco Unified CCX feature available in which of these packages?
A.Premium, Enhanced, and Standard
B.Premium only
C.Premium and Standard
D.Premium and Enhanced
Answer: B

2.A preview outbound dialer uses which source and destination resources?
A.a CTI port to the customer
B.the ACD line of the agent to the customer
C.the personal line of the agent to the customer
D.a CTI port to the agent, then redirected to the customer
Answer: B

3.You are designing a Cisco Unified Contact Center Express system with four requirements:
-250 configured agents -150 agents maximum logged in at any given time -30 agents able to make outbound calls -20 agents able to answer emails
How many premium seats should be purchased?
A.150 seats
B.180 seats
C.200 seats
D.250 seats
Answer: A

4.An organization wants to collect an account number from a customer via IVR prompting.Then, using a keystroke macro, the customer wants to insert the account number into the account number field in the agent's CRM desktop application.The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record.Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?
A.Cisco Unified CCX Standard
B.Cisco Unified CCX Enhanced
C.Cisco Unified CCX Premium
D.Cisco Unified CCX Enterprise
E.Cisco Unified IP IVR
Answer: B

5.What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?
A.2 ms
B.10 ms
C.50 ms
D.80 ms
Answer: D