

# Demo Questions

## Cisco 500-052 Exam

### Deploying Cisco Unified Contact Center Express

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#### Question #1 Topic 1

What is the maximum number of agents that can be supported by Cisco Unified Contact Center Express when deployed with Cisco Unified Communications Manager?

- A. 50
- B. 150
- C. 300
- D. 400

**Correct Answer: C**

#### Question #2 Topic 1

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

**Correct Answer: A**

**Question #3Topic 1**

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express Standard deployment?

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

**Correct Answer: C**

**Question #4Topic 1**

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

**Correct Answer: B**

**Question #5Topic 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

**Correct Answer: A**