

# Free Questions for 500-052 by certsdeals

Shared by Strong on 24-05-2024

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# **Question 1**

### **Question Type:** MultipleChoice

Which three operations can be performed within the Cisco Finesse IP Phone Age (IPPA)? (Choose three.)

### **Options:**

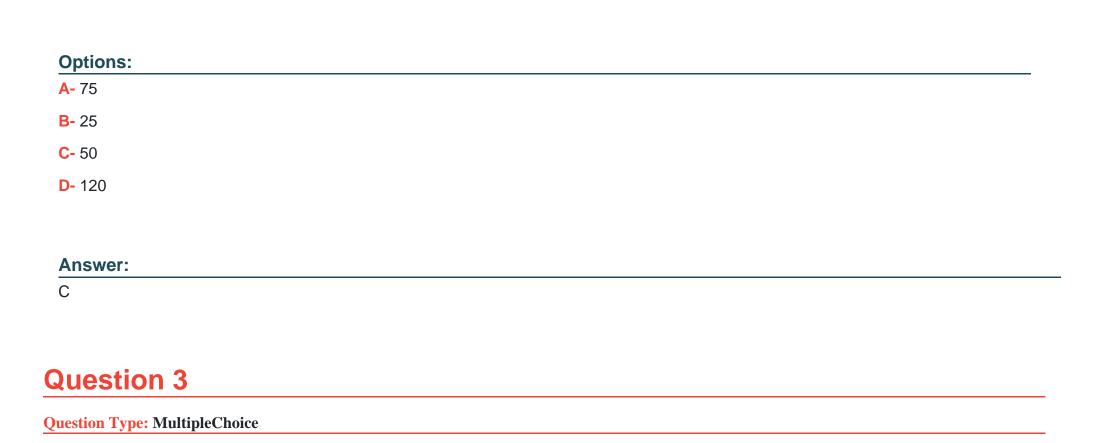
- A- A supervisor can use Finesse IPPA to act as an agent and accept calls.
- B- An agent can sign in to Finesse IPPA and initiate call recording.
- C- A supervisor can sign in to Finesse IPPA and initiate call recording.
- D- An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons.
- E- Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license.

#### **Answer:**

C, D, E

# **Question 2**

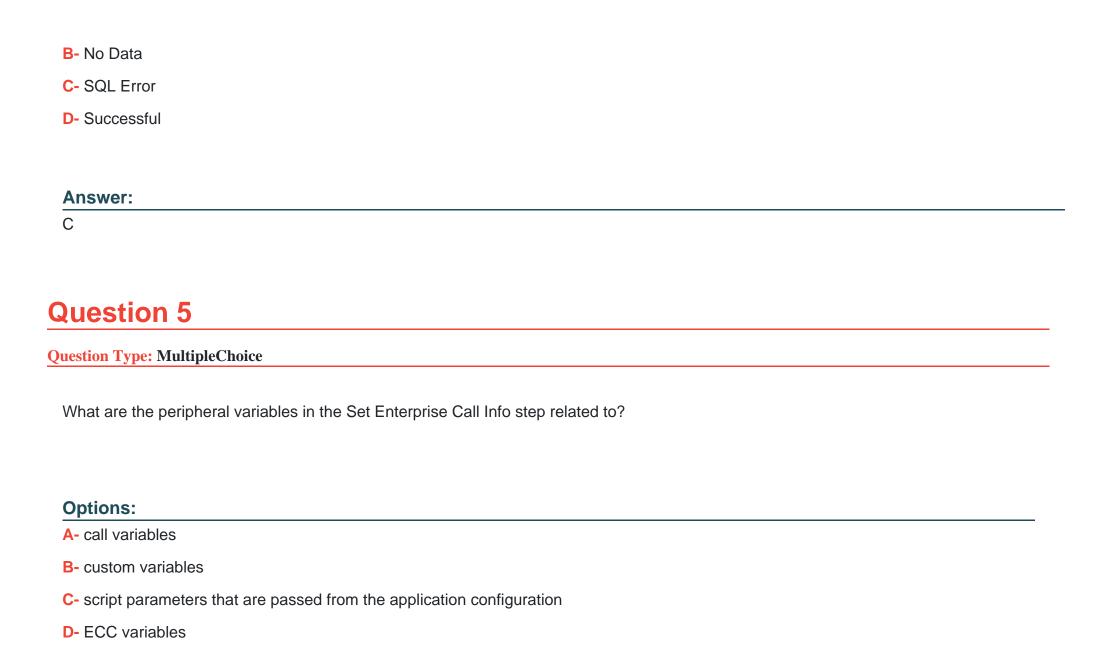
**Question Type:** MultipleChoice



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

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:	
C- ICM steps D- database steps	
D- database steps	
Answer:	
Answer:	
A	
Question 4	
Question Type: MultipleChoice	
During runtime, when a valid SQL query in a DB Read step returns 0 rows, which branch of the step is executed?	
Options:	
A- Timeout	



Answer:		
A		
Question 6		
Question Type: MultipleChoice		
What		
is the maximum number of CTI ports that	a Cisco Unified Contact Center Express Standard deployme	ent supports?
Ontions		
Options: A- 200		
<b>B-</b> 400		
<b>C-</b> 300		
<b>D-</b> 150		
Answer:		
C		

# **Question 7**

### **Question Type:** MultipleChoice

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

### **Options:**

**A-** 300

**B-** 150

**C-** 400

**D-** 50

### **Answer:**

Α

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