



**Free Questions for 500-052 by certsdeals**

**Shared by Strong on 24-05-2024**

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## Question 1

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**Question Type:** MultipleChoice

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

### Options:

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- 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:

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C, D, E

## Question 2

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**Question Type:** MultipleChoice

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

**Options:**

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A- 75

B- 25

C- 50

D- 120

**Answer:**

---

C

## Question 3

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**Question Type: MultipleChoice**

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

**Options:**

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- A- document steps
- B- email steps
- C- ICM steps
- D- database steps

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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

**Options:**

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- A- Timeout

- B- No Data
- C- SQL Error
- D- Successful

**Answer:**

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C

## Question 5

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**Question Type:** MultipleChoice

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

**Options:**

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

**Answer:**

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A

## Question 6

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**Question Type:** MultipleChoice

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What

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

**Options:**

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**A-** 200

**B-** 400

**C-** 300

**D-** 150

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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

**Options:**

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A- 300

B- 150

C- 400

D- 50

**Answer:**

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A

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