



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

**Shared by Butler on 22-07-2024**

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## Question 1

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**Question Type:** MultipleChoice

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Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

### Options:

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- A- Media
- B- Database
- C- Unified CM Telephony
- D- Configuration datastore

### Answer:

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B

## Question 2

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**Question Type:** MultipleChoice

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You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three )

**Options:**

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- A-** Collect the thread dump for Cisco Unified CCX Engine
- B-** Check to see if the customer has installed any third party applications
- C-** Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- D-** Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool
- E-** Talk to the customer about the deployment and usage pattern.
- F-** Check the Cisco Unified CCX Serviceability Control Center

**Answer:**

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C, D, E

## Question 3

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**Question Type:** MultipleChoice

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In a high availability over WAN deployment, which option cannot be located across the WAN from the active Cisco Unified Contact Center Express site?

**Options:**

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- A- SMTP server
- B- ASR or TTS servers
- C- wallboard server
- D- enterprise database

**Answer:**

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B

## Question 4

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**Question Type: MultipleChoice**

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In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social Miner can be deployed in which location?

**Options:**

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- A- wherever the Cisco Unified CCX server is deployed
- B- the Internet
- C- a corporate network
- D- a demilitarized zone

**Answer:**

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D

## Question 5

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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 6

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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 7

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**Question Type: MultipleChoice**

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What is the maximum number of contacts that Cisco Finesse supports in a phone book?

**Options:**

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A- 2000

B- 1500

C- 500

D- 300

**Answer:**

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B

**Explanation:**

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[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/finesse/finesse\\_1001/user/guide/CFIN\\_BK\\_CF7BB5C7\\_00\\_cisco-finesse-administration-1001/CFIN\\_BK\\_CF7BB5C7\\_00\\_cisco-finesse-administration-1001\\_chapter\\_0101.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1001/user/guide/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001_chapter_0101.html)



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