



QUESTION & ANSWER

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Exam : **500-052**

Title : Deploying Cisco Unified
 Contact Center Express

Version : DEMO

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

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

Answer: B

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

- 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: CDE

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

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

Answer: B

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

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

Answer: B

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

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

Answer: C