



CISCO 500-052 UCCXD STUDY GUIDE PDF

**Cisco Deploying Unified Contact Center Express Certification
Questions & Answers**

[Details of the Exam-Syllabus-Questions](#)

500-052

Cisco Channel Partner Unified Contact Center

**45-55 Questions Exam – Variable (750-850 / 1000 Approx.) Cut Score –
Duration of 60 minutes**

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Get an Overview of the 500-052 UCCXD Certification:

Who should take the [500-052 exam](#)? This is the first question that comes to a candidate's mind when preparing for the Deploying Unified Contact Center Express certification. The 500-052 certification is suitable for candidates who are keen to earn knowledge on the Channel Partner and Other and grab their Cisco Channel Partner Unified Contact Center. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But 500-052 UCCXD study guide PDF is here to solve the problem. 500-052 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Cisco 500-052 Certification?

There are several reasons why one should grab the 500-052 certification.

- The Deploying Unified Contact Center Express certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Cisco Channel Partner Unified Contact Center](#) is a powerful qualification for a prosperous career.

What Is the Cisco 500-052 Deploying Unified Contact Center Express Certification Exam Structure?

Exam Name	Deploying Cisco Unified Contact Center Express
Exam Number	500-052 UCCXD
Exam Price	\$300 USD
Duration	60 minutes
Number of Questions	45-55

Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	Deploying Cisco Unified Contact Center Express (UCCXD) v6.0
Exam Registration	PEARSON VUE
Sample Questions	Cisco 500-052 Sample Questions
Practice Exam	Cisco Channel Partner Unified Contact Center Practice Test

Enhance Knowledge with 500-052 Sample Questions:

Question: 1

You should perform which three options when troubleshooting a Cisco Unified CCX engine "Java out of memory" crash?

(Choose three.)

- a) Check the Cisco Unified CCX Serviceability Control Center.
- b) Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool.
- c) Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
- d) Check to see if the customer has installed any third-party applications.
- e) Talk to the customer about the deployment and usage pattern.

Answer: b, c, e

Question: 2

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- a) in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- b) in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- c) in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- d) in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Answer: b

Question: 3

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

Answer: a

Question: 4

Which action would you take to convert a high availability over LAN deployment to high availability over WAN?

- a) Apply a "Warm Standby" license.
- b) Apply a "WAN Standby" license.
- c) Do a fresh installation of the whole system as high availability over WAN.
- d) Reinstall second Cisco Unified CCX node and add it to cluster over WAN.

Answer: d

Question: 5

What information from the first node is used as the secret key during second node installation?

- a) administrator password
- b) application user password
- c) security password
- d) IP address

Answer: c

Question: 6

Why are CSQs associated to the team definition?

- a) It allows agents to be a part of the CSQ.
- b) It allows the associated supervisors to make modifications to the CSQ.
- c) It designates which CSQ information to display on the supervisor desktop.
- d) It is informational and is used for historical reporting only.

Answer: a

Question: 7

Historical reports can be generated using which two Cisco Unified CCX tools?

(Choose two.)

- a) Historical Reports Data Store
- b) Historical Reporting Client
- c) Cisco Unified Intelligence Center
- d) Cisco Supervisor Desktop

Answer: b, c

Question: 8

A customer purchases 200 Cisco Unified Contact Center Express Premium agent seats. In order to run a 30-port outbound IVR campaign, which two additional items must the customer purchase?

(Choose two.)

- a) 30 outbound IVR ports
- b) a router
- c) 30 agent seats
- d) 15 agent seats
- e) a gateway

Answer: a, e

Question: 9

Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use?

- a) The name of the layout is passed to the agent desktop via a keyword variable that is named user layout.
- b) The layout is associated to the team under Team Resources.
- c) The layout is associated to the CSQ definition.
- d) The layout is associated to the desktop layout under Team Resources.

Answer: a

Question: 10

How is the default eMail address in the eMail Subsystem Configuration page used?

- a) It receives all mail sent in the Send eMail step as a bcc.
- b) It is the From address for emails sent by agents using Agent E-mail.
- c) It is used if no email contact is specified in the Create eMail step.
- d) It becomes the From address in the Send eMail step if no address is specified.

Answer: d

What Study Guide Works Best in Acing the Cisco 500-052 Deploying Unified Contact Center Express Certification?

The 500-052 UCCXD study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Deploying Unified Contact Center Express exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the Cisco 500-052 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the Cisco 500-052 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, 500-052 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven 500-052 Practice Test for Success!!!

Do you want to pass the 500-052 exam on your first attempt? Stop worrying; we, NWExam.com are here to provide you the best experience during your Deploying Cisco Unified Contact Center Express preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [500-052 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.