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QUESTION 11 What is the maximum number of agent web chat sessions that is supported on the highest class server? A. 25 B. 50 C. 75 D. 100 Answer: B

QUESTION 12 What is the minimum package that is required to develop a custom Cisco Unified Intelligence Center report for a Cisco Unified CCX deployment? A. Cisco Unified CCX Premium B. Cisco Unified CCX Enhanced C. Cisco Unified Intelligence Center Premium D. Cisco Unified Intelligence Center Standard Answer: C

QUESTION 13 A customer purchases 200 Cisco Unified CCX Premium agent seats. Which two additional items must the customer purchase to be able to run a 30-port outbound IVR campaign? (Choose two.) A. 30 outbound IVR ports B. 15 agent seats C. gateway D. router Answer: AC

QUESTION 14 Which two resource selection criteria are available for a chat Contact Service Queue? (Choose two.) A. Longest available B. Least skilled C. Most handled contacts D. Most skilled Answer: AD

QUESTION 15 In a typical Cisco Unified CCX agent web chat deployment for an online retail shop, Cisco Social-Miner can be deployed in which location? A. Internet B. demilitarized zone C. corporate network D. wherever the Cisco Unified UCCX server is deployed Answer: B

QUESTION 16 Which tool allows partners to perform these actions? a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, etc.) of a target Cisco Unified CCX configuration) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-to-quality bid assurance process) A. Cisco Solution Expert Tool B. Cisco Unified CCX Sizing Tool C. Cisco Unified Expert Advisor Tool D. Cisco Unified Communications Sizing Tool Answer: D

QUESTION 17 Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.) A. iPlanet Web Server B. Cisco Unified CCX Engine C. Cisco Unified Operations Manager D. Cisco Unified Communications Manager E. Recording Component F. Informix DB Answer: BEF

QUESTION 18 Which two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer? (Choose two.) A. IVR System Prompts B. Cisco Supervisor Desktop C. Unified Communications Operating System D. Cisco Unified Communications Manager E. Workforce Management Answer: AC

QUESTION 19 Which of the following is not an input that is required when you install Cisco Unified CCX? A. application username B. platform administrator username C. IP address D. default language E. time zone Answer: D

QUESTION 20 The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.) A. hostname B. IP address C. gateway address D. physical MACE. Cisco Unified CCX version Answer: ABC

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