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https://www.lead2pass.com/500-052.html QUESTION 21Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.) A. Assign a contact list to a CSQ.B. Assign a contact list to a workflow group.C. Assign an SME to a contact list.D. Assign a contact list to a skill.E. Assign an SME to a CSQ.Answer: BC QUESTION 22Where can you start, stop, and restart Cisco Unified Contact Center Express services? A. Control Center on Cisco Unified Contact Center Express ServiceabilityB. System page on Cisco Unified Contact Center Express AdministrationC. Cisco Desktop AdministratorD. Cisco Unified Communications Operating System Administration Answer: A QUESTION 23Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express? A. Contact Service QueueB. Skill GroupsC. Resource GroupsD. competence levels Answer: A QUESTION 24Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.) A. Agent NameB. WrapUp TimeC. Service LevelD. Overflow CSQE. Automatic WorkF. CCX Application Answer: BCE QUESTION 25Which step library is included in the license for Cisco Unified CCX Standard? A. ICM stepsB. email stepsC. document stepsD. database steps Answer: C QUESTION 26In Cisco Unified Contact Center Express, where is wrap-up data enabled? A. in the Cisco Supervisor DesktopB. in CSQ configuration on Application AdministrationC. in workflow groups on Cisco Desktop Work Flow AdministratorD. in resource configuration on Application Administration Answer: C QUESTION 27Which criterion can be used to control supervisor workflows? A. length of time an agent is in the NotReady stateB. number of agents logged inC. number of calls abandonedD. duration of oldest call in queue Answer: D QUESTION 28In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop? A. recordingB. monitoringC. embedded browserD. call-control buttons Answer: D QUESTION 29Where 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 databaseB. in Application Administration with user data stored in the Cisco Unified Contact Center Express databaseC. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express databaseD. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database Answer: B QUESTION 30How 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 More free Lead2pass 500-052 exam new questions on Google Drive: https://drive.google.com/open?id=0B3Syig5i8gpDRXBqaUFmU1RjbEE Only get 2 new Qs and some Qs are variant of the Qs in this Lead2pass 500-052 pdf dumps, but they just changed server names or the orders of the options of the case. Good luck you all. 2017 Cisco 500-052 (All 91 Q&As) exam dumps (PDF&VCE) from Lead2pass:

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