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<https://www.lead2pass.com/500-052.html> QUESTION 41 If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin? A. partial service B. out of service C. shutdown D. not configured Answer: D QUESTION 42 The Cisco Unified Real-Time Monitoring Tool enables you to do which three options? (Choose three.) A. Plot and view performance data. B. Monitor the replication status of historical data store. C. Monitor the Cisco Unified CCX CTI port status and take corrective action. D. Download log files from Cisco Unified CCX nodes. E. Check the number of active calls in the Cisco Unified CCX system. F. Monitor the WAN link status. Answer: ACD QUESTION 43 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: BCE QUESTION 44 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: BC QUESTION 45 Which facility is provided to debug a Cisco Unified CCX script live with a real voice call? A. Cisco Unified Contact Center Express Editor B. Reactive Debugging C. Accept Step D. Proactive Debugging Answer: B QUESTION 46 Which option enables you to monitor previous agent seat license usage? A. traffic analysis historical report B. port and agent seat utilization historical report in Cisco Unified Intelligence Center C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real-Time Monitoring Tool Answer: B QUESTION 47 What is the purpose of relative filters? A. generate historical and real-time reports for the previous week B. generate historical time reports for the previous week C. filter spam emails from reaching the email queues D. report on previous port usage Answer: B QUESTION 48 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 49 Which three tasks can an agent perform using email? (Choose three.) A. save the response as a draft B. send the response to the supervisor for review C. transfer the email to another CSQ D. transfer the email to another agent E. mark the email as urgent F. mark the email as junk Answer: ABC QUESTION 50 Which type of information is available from the Cisco Unified Contact Center Express Control Center? A. database replication status B. system parameters configuration C. date and time of most recent failure D. Cisco Unified Communications Manager cluster status Answer: C

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