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QUESTION 21 Which 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 22 Where can you start, stop, and restart Cisco Unified Contact Center Express services? A. Control Center on Cisco Unified Contact Center Express Serviceability B. System page on Cisco Unified Contact Center Express Administration C. Cisco Desktop Administrator D. Cisco Unified Communications Operating System Administration Answer: A

QUESTION 23 Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express? A. Contact Service Queue B. Skill Groups C. Resource Groups D. competence levels Answer: A

QUESTION 24 Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.) A. Agent Name B. WrapUp Time C. Service Level D. Overflow CSQ E. Automatic Work F. CCX Application Answer: BCE

QUESTION 25 Which step library is included in the license for Cisco Unified CCX Standard? A. ICM steps B. email steps C. document steps D. database steps Answer: C

QUESTION 26 In Cisco Unified Contact Center Express, where is wrap-up data enabled? A. in the Cisco Supervisor Desktop B. in CSQ configuration on Application Administration C. in workflow groups on Cisco Desktop Work Flow Administrator D. in resource configuration on Application Administration Answer: C

QUESTION 27 Which criterion can be used to control supervisor workflows? A. length of time an agent is in the NotReady state B. number of agents logged in C. number of calls abandoned D. duration of oldest call in queue Answer: D

QUESTION 28 In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop? A. recording B. monitoring C. embedded browser D. call-control buttons Answer: D

QUESTION 29 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 30 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

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