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QUESTION 61 Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.) A. collect trace files B. stop and start Cisco Unified CCX services C. view syslog messages D. perform backup and restore functions E. monitor the health of the Cisco Unified CCX system Answer: ACE

QUESTION 62 Which tool is used to size Cisco Unified CCX? A. Analysis Manager B. Cisco Unified Communications Sizing Tool C. Expert Advisor D. Cisco Unified Real-Time Monitoring Tool Answer: B

QUESTION 63 Which two releases require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express? (Choose two.) A. minor release B. major release C. service update D. engineering special Answer: AB

QUESTION 64 Which statement is true about the default script field when adding an application? A. When a caller does not enter a choice in a Menu step, it will execute the default script. B. Any problems running the configured script will cause the default script to be executed. C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed. D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed. Answer: B

QUESTION 65 Which step can be used to trap runtime script errors and recover gracefully? A. Set B. Call Subflow C. On Exception Goto D. Get Reporting Statistic Answer: C

QUESTION 66 Which two Cisco Unified CCX steps would make an HTTP request? (Choose two.) A. Create URL Document B. Write Document C. Cache Document D. Send Http Response Answer: CD

QUESTION 67 In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number? A. Create Container Prompt B. Create Generated Prompt C. Create Language Prompt D. Create Conditional Prompt Answer: B

QUESTION 68 Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.) A. chat with an SME B. send an email to an SME C. send enterprise data to an SME D. transfer a call to an SME E. start a Cisco WebEx session with an SME Answer: ACD

QUESTION 69 Which Cisco Unified Contact Center Express platform set supports the use of an embedded Internet browser within the Cisco Agent Desktop? A. Premium only B. Enhanced and Premium only C. Standard, Enhanced, and Premium D. Cisco Unified Contact Center Express does not support an embedded Internet browser Answer: A

QUESTION 70 Which two steps check out a database connection from the connection pool? (Choose two.) A. DB Get B. DB Read C. DB Write D. DB Release Answer: BC

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