

## [Mar-2017 Dumps 60q 500-052 Exam Dumps Offered By PassLeader Help Passing Exam Easily

New Updated 500-052 Exam Questions from PassLeader 500-052 PDF dumps! Welcome to download the newest PassLeader 500-052 VCE dumps: <http://www.passleader.com/500-052.html> (60 Q&As) Keywords: 500-052 exam dumps, 500-052 exam questions, 500-052 VCE dumps, 500-052 PDF dumps, 500-052 practice tests, 500-052 study guide, 500-052 braindumps, Deploying Cisco Unified Contact Center Express Exam P.S. New 500-052 dumps PDF:

[https://drive.google.com/open?id=0B-ob6L\\_QjGLpYXZoZjV3d2JaTWs](https://drive.google.com/open?id=0B-ob6L_QjGLpYXZoZjV3d2JaTWs) **NEW QUESTION 1** Cisco Finesse supports the use of custom call variable layouts. How does the agent desktop determine which layout to use? A.&#160;&#160;&#160; The name of the layout is passed to the agent desktop via a keyword variable that is named user layout. B.&#160;&#160;&#160; The layout is associated to the team under Team Resources. C.&#160;&#160;&#160; The layout is associated to the CSQ definition. D.&#160;&#160;&#160; The layout is associated to the desktop layout under Team Resources. **Answer: A**

**NEW QUESTION 2** Which phones must be associated to the RmCm application user account? A.&#160;&#160;&#160; all phones B.&#160;&#160;&#160; none, because that user account is not used for phone association C.&#160;&#160;&#160; only agent phones that are used with the Cisco Finesse agent desktop D.&#160;&#160;&#160; only Cisco Finesse IPPA phones **Answer: C**

**NEW QUESTION 3** Which two Cisco Unified CCX steps should you use if you want to send an HTTP message? (Choose two.) A.&#160;&#160;&#160; Write Document B.&#160;&#160;&#160; Place Call C.&#160;&#160;&#160; Send HTTP Response D.&#160;&#160;&#160; Cache Document E.&#160;&#160;&#160; Create URL Document **Answer: CD**

**NEW QUESTION 4** Where can you start, stop, and restart Cisco Unified Contact Center Express services? A.&#160;&#160;&#160; the system page on Cisco Unified Contact Center Express Administration B.&#160;&#160;&#160; Cisco Desktop Administration C.&#160;&#160;&#160; Control Center on Cisco Unified Contact Center Express Serviceability D.&#160;&#160;&#160; Cisco Unified Communications Operating System Administration **Answer: C**

**NEW QUESTION 5** Which tab on the Cisco Finesse agent desktop hosts the gadget for agents to accept or initiate a call? A.&#160;&#160;&#160; The My Statistics tab hosts the gadget. B.&#160;&#160;&#160; The Home tab hosts the gadget. C.&#160;&#160;&#160; The Manage Customer tab hosts the gadget. D.&#160;&#160;&#160; The gadget to initiate or accept a call is common and is not tied to a specific tab. **Answer: C**

**NEW QUESTION 6** Which three operations can be performed within the Cisco Finesse IP Phone Agent (IPPA)? (Choose three.) A.&#160;&#160;&#160; A supervisor can use Finesse IPPA to act as an agent and accept calls. B.&#160;&#160;&#160; An agent can sign in to Finesse IPPA and initiate call recording. C.&#160;&#160;&#160; A supervisor can sign in to Finesse IPPA and initiate call recording. D.&#160;&#160;&#160; An agent using Finesse IPPA can enter Not Ready, Sign-out, and Wrap-up reasons. E.&#160;&#160;&#160; Agents can log in to Finesse IPPA with Cisco Unified CCX deployed using a Standard license. **Answer: CDE**

**NEW QUESTION 7** Which action enables a contact center supervisor to access and monitor live data reports for multiple teams? A.&#160;&#160;&#160; Take no action, because a supervisor cannot monitor more than one team. B.&#160;&#160;&#160; Assign the supervisor as primary supervisor for one of the teams and as secondary supervisor for other relevant teams. C.&#160;&#160;&#160; Assign the supervisor as primary supervisor for all the relevant teams. D.&#160;&#160;&#160; Add the supervisor as a member of all the relevant teams. **Answer: C**

**NEW QUESTION 8** A customer purchases 200 Cisco Unified Contact Center Express Premium agent seats. In order to run a 30-port outbound IVR campaign, which two additional items must the customer purchase? A.&#160;&#160;&#160; a router B.&#160;&#160;&#160; a gateway C.&#160;&#160;&#160; 30 outbound IVR ports D.&#160;&#160;&#160; 30 agent seats E.&#160;&#160;&#160; 15 agent seats **Answer: BC**

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