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Deploying Cisco Unified Contact Center Express

Cisco 500-052

Version Demo

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QUESTION NO: 1

In the Expression Editor panel of Cisco Unified CCX Script Editor, what are three reasons to use the Java tab? (Choose three.)

A. to invoke a specified method of a custom Java class

B. to reference a variable of a custom Java Object

C. to pass variables between two different workflows

D. to create an object for the purpose of executing methods on a remote computer

E. to get a reference to the Contact and Session states

F. to allow for arguments to be passed to a specified method

ANSWER: A B F

Explanation:

The Java tab is used when a script expression must interact with a custom Java object or class rather than only use the built-in workflow variables, functions, and operators. “to invoke a specified method of a custom Java class” is correct because the tab provides the syntax-building support needed to select and call an available Java method from an object or class. “to reference a variable of a custom Java Object” is also correct: an expression can access an object member so that its value can be used by script logic, assignments, comparisons, or subsequent method calls. “to allow for arguments to be passed to a specified method” is correct because method invocation commonly requires parameters, and the Expression Editor lets the author construct the call with compatible script variables or literal values as arguments. Together, these capabilities allow a UCCX workflow to use approved custom Java functionality while maintaining the expression as part of the script’s normal execution flow. Cisco’s UCCX programming documentation covers Script Editor expression construction and supported scripting capabilities, while the UCCX documentation portal provides the version-specific programming guides for deployed releases. See Cisco Unified Contact Center Express Programming Reference Guides and Cisco Unified Contact Center Express documentation.

QUESTION NO: 2

In Cisco Unified CCX Administration, what is created on the Communications Manager when you add a Cisco Unified Communications Manager Telephony group?

A. CTI Ports

B. CTI Route Point

C. Cisco Unified CCX Call Control Group

D. Cisco Unified Communications Manager Call Control Group

ANSWER: A

Explanation:

CTI Ports is correct. A Cisco Unified Communications Manager Telephony group defines the Unified CM cluster and call-control resources that Unified CCX uses for telephony integration. When the telephony group is added in Unified CCX Administration, Unified CCX provisions the configured number of CTI port devices on the selected Cisco Unified Communications Manager. These ports are software-controlled endpoints that Unified CCX registers through the CTI infrastructure and uses to handle calls for functions such as agent call control, caller treatment, queuing, and script-driven call processing.

The quantity of ports is specified as part of the telephony-group configuration and should be sized for the expected concurrent call-processing requirements. The created CTI ports are visible as devices in Cisco Unified Communications Manager Administration and are associated with the Unified CCX application user so that Unified CCX can control them. This automated provisioning is a key reason that the telephony group must be configured before deploying call-handling applications and workflows. Cisco’s Unified CCX documentation covers telephony-group configuration and the associated

CTI resources; Cisco's configuration-guide index is available at Cisco Unified Contact Center Express Installation and Configuration Guides.

QUESTION NO: 3

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

Explanation:

The default eMail address configured on the eMail Subsystem Configuration page supplies the sender address for a workflow that uses the Cisco Unified CCX *Send eMail* step but does not explicitly provide a From address in that step. This gives administrators a centralized fallback identity for outbound script-generated email, so notifications can still be sent with a valid and consistent sender address when individual scripts do not override it. A script author can specify a From address directly in the Send eMail step when a particular workflow requires a different sender identity; otherwise, Unified CCX uses the subsystem's configured default address. This behavior applies to the outbound email generated by the scripting step and supports predictable email routing, reply handling, and SMTP policy configuration. Cisco's Unified CCX documentation describes the eMail subsystem settings and the scripting facilities used for email workflows in its administration and developer documentation. See the Cisco Unified Contact Center Express user guide list and the Cisco Unified CCX Administration Guide.

QUESTION NO: 4

Which two Cisco Unified CCX steps invoke another Cisco Unified CCX application script? (Choose two.)

A. CallSubflow step

B. On Exception Goto step

C. Trigger Application step

D. Connect step

ANSWER: A C

Explanation:

CallSubflow step and **Trigger Application step** are the Cisco Unified CCX script steps designed to invoke another application script. The CallSubflow step supports modular script design: a parent script calls a configured subflow application, transfers execution to that script, and can receive returned values when the subflow completes. This permits common logic, such as validation, lookup, or standardized call treatment, to be built once and reused by multiple calling applications. Cisco documents that the called application must be configured as a subflow-capable application and that parameter mappings are used to exchange data between the calling script and subflow.

The Trigger Application step starts another CCX application through one of the target application's configured triggers. This is useful when the target application is intended to be launched independently through its telephony or HTTP trigger behavior, rather than executed as a subroutine with subflow parameter handling. Both steps therefore provide supported methods for transferring execution from the current script to another Cisco Unified CCX application script. See Cisco's Call Subflow step documentation and Unified CCX Editor step reference.

QUESTION NO: 5

Which two file types can be uploaded to the Cisco Unified Contact Center Express repository for use by an application? (Choose two.)

A. script files

B. prompt files

C. Contact Service Queues

D. CTI route points

E. resource groups

ANSWER: A B

Explanation:

Script files and **prompt files** are correct. A script file is uploaded to the repository before it can be selected in an application configuration. Prompt files are also stored in the repository so that scripts can play custom announcements, menu choices, queue messages, and other audio treatment to callers.

The repository provides centralized storage for application resources used by Unified CCX scripts. A Contact Service Queue and a CTI route point are configuration objects created through Unified CCX Administration and Cisco Unified Communications Manager integration; they are not files uploaded to the repository. See the Cisco Unified Contact Center Express installation and configuration guides.

QUESTION NO: 6

In a Cisco Unified Contact Center Express high-availability deployment, which node processes contacts during normal operation?

A. the active node

B. the standby node

C. both nodes equally distribute contacts

D. the Cisco Unified Communications Manager publisher

ANSWER: A

Explanation:

The active node is correct. In a Unified CCX high-availability deployment, the active node processes contact-center calls, executes applications, and provides the active contact-handling services during normal operation. The standby node maintains synchronized data and is prepared to assume contact processing if the active node fails.

The standby node is not intended to process production contacts concurrently with the active node. Following a failover, the surviving or recovered node assumes the active role and begins processing new contacts according to the configured high-availability design. See the Cisco Unified CCX Design Guide.

QUESTION NO: 7

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

Explanation:

Reactive Debugging is the Cisco Unified Contact Center Express Editor facility designed for debugging a deployed script while it handles an actual, live contact. An engineer starts a reactive-debug session for the selected application/script and then places or receives a qualifying call. The Editor attaches to that call's script execution, enabling the engineer to observe the active path through the script and inspect runtime variable values as call processing occurs. This is particularly valuable for diagnosing issues that depend on real call context, such as caller-entered digits, contact variables, queue behavior, prompt handling, or external-data results. Reactive debugging also supports runtime controls such as breakpoints and step-by-step execution, allowing the script's behavior to be examined at the relevant point in the live call flow. Because pausing execution can affect the caller experience, it should be used carefully and preferably in a controlled test or maintenance scenario. Cisco documents script development and debugging capabilities in the Unified CCX documentation set, including the Editor step reference and administration guides. See Cisco's Unified Contact Center Express user-guide library and the Unified Contact Center Express technical-reference library.

QUESTION NO: 8

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: A B

Explanation:

Major release and minor release are correct because, under the Cisco Unified Contact Center Express release-delivery model applicable to this question, both represent product-release upgrades that are supplied on ordered Cisco physical media. The media provides the approved installation or upgrade image required to move the UCCX system to the applicable new major or minor software level. This requirement is important in planned maintenance: the administrator must obtain the appropriate release media before scheduling the upgrade, verify that it matches the target UCCX version and deployment requirements, and use the documented upgrade procedure for that release.

Cisco's UCCX installation and upgrade documentation distinguishes full release upgrades from maintenance packages and directs administrators to use the release-specific installation media and procedures when upgrading the platform. Major releases introduce a new primary release train, while minor releases provide a subsequent supported release level within that product family; both therefore require the corresponding ordered media in the legacy delivery process tested by this exam. Cisco's UCCX documentation and release-specific installation guides are available through the Cisco Unified Contact Center Express Installation Guides. Cisco also provides release images and entitlement-based software access through the Cisco Software Download portal.

QUESTION NO: 9

What is the maximum number of agents that can be supported by Cisco Unified Contact Center Express when deployed with Cisco Unified Communications Manager?

A. 50

B. 150

C. 300

D. 400

ANSWER: D

Explanation:

400 is the maximum supported agent count for a Cisco Unified Contact Center Express deployment integrated with Cisco Unified Communications Manager. Unified CCX is Cisco's contact-center platform for small and midsize environments, and its supported scale includes up to 400 contact-center agents. This figure represents the platform's maximum supported agent capacity, rather than a recommendation that every deployment should be sized to that limit. Actual design capacity must also account for the Unified CCX version, deployed node resources, licensing, required CTI ports, call-treatment applications, recording requirements, reporting load, and high-availability design.

For exam purposes, the key distinction is that Unified CCX supports a maximum of 400 agents, while larger Cisco contact-center scale requirements are addressed by other Cisco contact-center solutions. Cisco's Unified CCX product documentation and data-sheet material describe its supported scale and positioning for contact-center deployments. Review the Cisco Unified Contact Center Express Data Sheet and the Cisco Unified CCX installation and configuration guides when validating capacity for a specific release.

QUESTION NO: 10

If you use skills-based routing, where is the agent selection criteria defined?

A. in the Contact Service Queue definition

B. in the Resource definition

C. in the Skill definition

D. in the Skill Group definition

ANSWER: A

Explanation:

In Cisco Unified Contact Center Express, the Contact Service Queue definition is where the routing behavior for contacts entering that queue is configured, including the agent selection criteria. A skills-based CSQ associates one or more required skills with the queue and uses those requirements to identify eligible resources. The CSQ's selection settings then determine how UCCX chooses among the eligible, available agents, such as selecting the longest-available resource or applying the configured resource-selection method. This centralizes the decision in the queue that is handling the contact: the script can direct a contact to the appropriate CSQ, while the CSQ evaluates the skill requirements and applies its agent-selection policy. Resources represent individual agents and their assigned skills, and skill definitions represent the skills themselves, but the queue definition controls how qualified agents are selected for a particular routed contact. Cisco's UCCX administration documentation describes Contact Service Queues as the configuration point for queueing and resource-selection behavior, including skill-based routing configuration. See Cisco's Unified Contact Center Express installation and configuration guides and the Cisco Unified Contact Center Express product documentation.

QUESTION NO: 11

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

A. Phone1 is the only mandatory field.

B. Up to three custom fields can be added.

C. List filtering for "Do Not Call" is unsupported.

D. When records have matching phone numbers, only one record is created.

E. Imports can be automatically executed on a weekly basis.

ANSWER: A C D

Explanation:

For a Cisco Unified Contact Center Express outbound campaign contact import, **Phone1 is the only mandatory field.** The Phone1 value supplies the primary dialing number used for the contact; the remaining standard contact attributes and custom data can be supplied when needed but are not required for a valid import record. Cisco's import processing also performs duplicate handling for matching telephone numbers. Therefore, when imported records contain matching phone numbers, the campaign contact list retains only one contact record rather than creating multiple records for that same telephone number. This protects the campaign from repeatedly presenting the same destination to outbound dialing.

List filtering for "Do Not Call" is unsupported as part of the contact-list import operation. The import function loads and validates campaign contact data, while Do Not Call controls are managed through the outbound campaign and Do Not Call-list capabilities rather than being used as an import-list filtering mechanism. These behaviors are documented in Cisco's UCCX administration material for outbound campaign contact management and contact-list imports. See the Cisco Unified Contact Center Express installation and configuration guides and the Cisco Unified Contact Center Express product documentation overview.

QUESTION NO: 12

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

Explanation:

Any problems running the configured script will cause the default script to be executed. In Cisco Unified Contact Center Express, an application is associated with a primary script and can also be assigned a default script. The default script provides a controlled fallback path when UCCX cannot successfully execute the script configured as the application's primary script. This design helps ensure that a call can receive appropriate handling, such as a recorded service message, transfer treatment, or other contingency logic, rather than simply encountering an unhandled failure. The default-script setting is therefore an application-level resiliency feature; it is not a branch destination automatically selected by individual script steps such as Menu or Get Digit String. Those steps have their own result paths and timeout or invalid-input handling within the active script. Cisco's application configuration documentation describes the Script and Default Script fields as part of defining how an inbound application runs and how fallback execution is supplied when the configured script cannot run. See the Cisco Unified Contact Center Express Administration and Operations Guide and Cisco's Unified Contact Center Express documentation portal.

QUESTION NO: 13

You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three)

A. Collect the thread dump for Cisco Unified CCX Engine

B. Check to see if the customer has installed any third party applications

C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.

D. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool

E. Talk to the customer about the deployment and usage pattern. F. Check the Cisco Unified CCXServiceability Control Center

ANSWER: A C E

Explanation:

Collect the thread dump for Cisco Unified CCX Engine, collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool, and talk to the customer about the deployment and usage pattern are the appropriate actions for investigating a Java out-of-memory event. A thread dump captures the state of Engine threads at the time of collection, including execution activity and wait conditions. This evidence helps support investigation of unusual processing behavior that can coincide with escalating memory consumption. Heap performance data collected through RTMT provides operational evidence of heap utilization and garbage-collection activity, allowing the engineer to determine whether memory usage is persistently rising, whether garbage collection is unable to recover sufficient memory, and when the behavior occurred. Customer deployment and usage information supplies the essential operational context for that data: call volume, application and script design, reporting activity, configuration scale, and the timing of workload changes can help correlate an Engine failure with real system behavior. Together, these actions preserve diagnostic evidence and establish the workload context needed before remediation or escalation. Cisco documents RTMT as the monitoring and trace-collection client for Cisco collaboration applications; see the Cisco RTMT documentation. For Unified CCX maintenance and serviceability procedures, consult the Cisco Unified CCX maintenance guides.