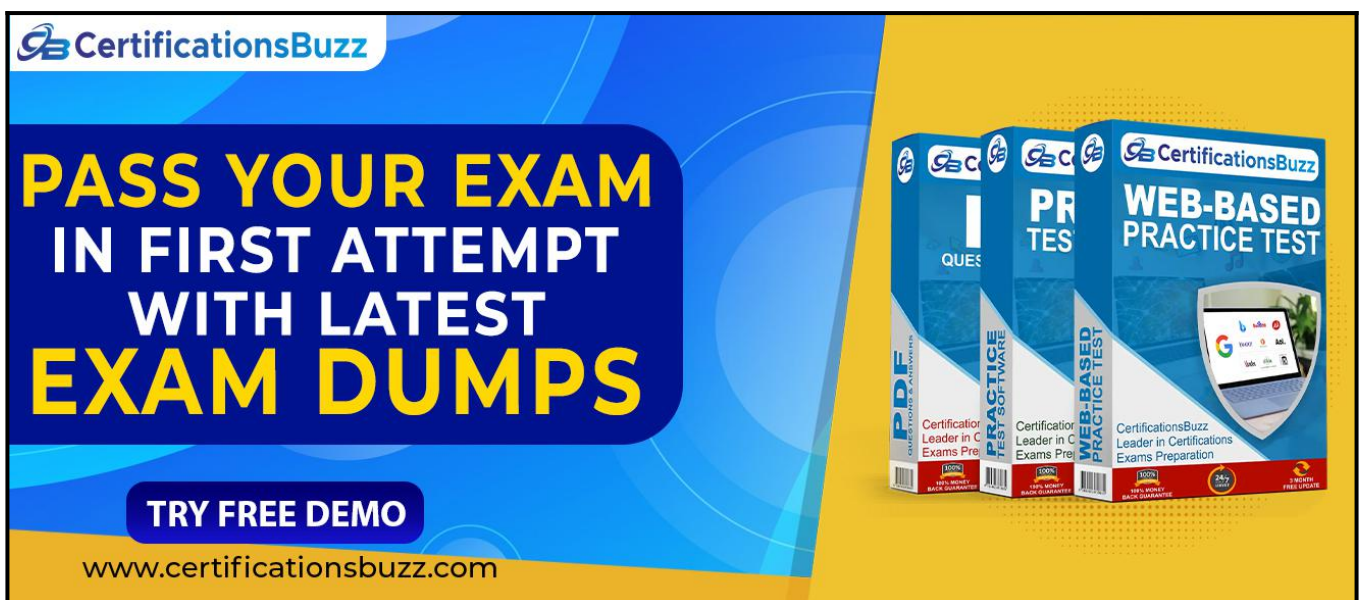


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Question No. 1

Which tool enables partners to perform the following actions?

a) validate all parameters (for example, number of inbound agents, number of inbound and outbound IVR ports, and so on) of a target Cisco Unified Contact Center Express configuration

b) recommend servers based on the validated configuration (a prerequisite for the Cisco assessment-to-quality bid assurance process)

- **A.** Cisco Solution Expert Tool
- **B.** Cisco Unified CCX Sizing Tool
- **C.** Cisco Unified Communications Sizing Tool
- **D.** Cisco Unified t Expert Advisor Tool

Answer: C

Question No. 2

Which statement is true about Cisco Context Service?

- **A.** A POD can map to multiple fieldsets.
- **B.** A POD can map to a fieldset.
- **C.** The runtime connector is responsible for account and password management
- **D.** Every customer is mapped to a maximum of one POD.

Answer: B

Question No. 3

In Cisco Unified Contact Center Express Serviceability, what is the status of the database subsystem on the Control Center page, if the database subsystem is not configured?

- **A.** shut down
- **B.** out of service
- **C.** partial service
- **D.** not configured

Answer: D

Question No. 4

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

- **A.** Cache Document
- **B.** Trigger Application
- **C.** On Exception Goto
- **D.** Call Subflow
- **E.** Connect

Answer: B, D

Question No. 5

A preview outbound dialer uses which source and destination resources?

- **A.** the personal line of the agent to the customer
- **B.** the ACD line of the agent to the customer
- **C.** a CTI port the agent this is redirected to the customer
- **D.** a CTI port the customer

Answer: B

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