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configuration object can have skills assigned to it in Cisco Unified Contact Center Express?A. Contact Service QueueB. Skill GroupsC. Resource GroupsD. competence levels**Answer: A**QUESTION 24Which three fields are used in defining a CSQ in

Cisco Unified Contact Center Express Enhanced? (Choose three.)A. Agent NameB. WrapUp TimeC. Service LevelD.

Overflow CSQE. Automatic WorkF. CCX Application**Answer: BCE**QUESTION 25Which step library is included in the license for Cisco Unified CCX Standard?A. ICM stepsB. email stepsC. document stepsD. database steps**Answer: C**QUESTION 26

In Cisco Unified Contact Center Express, where is wrap-up data enabled?A. in the Cisco Supervisor DesktopB. in CSQ configuration on Application AdministrationC. in workflow groups on Cisco Desktop Work Flow AdministratorD. in resource configuration on Application Administration**Answer: C**QUESTION 27Which criterion can be used to control supervisor

workflows?A. length of time an agent is in the NotReady stateB. number of agents logged inC. number of calls abandonedD. duration of oldest call in queue**Answer: D**QUESTION 28In a Cisco Unified Contact Center Express deployment with Cisco Unified

Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?A. recordingB. monitoringC. embedded browserD. call-control buttons**Answer: D**QUESTION 29Where 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 databaseB. in Application Administration with user data

stored in the Cisco Unified Contact Center Express databaseC. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express databaseD. in Application Administration with user data stored in

the Cisco Unified Communications Manager Express database**Answer: B**QUESTION 30How 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**QUESTION 31Which subsystem processes

connections between the Cisco Unified CCX server and the enterprise databases?A. MediaB. Unified CM TelephonyC. DatabaseD. Configuration Data Store**Answer: C**QUESTION 32What information from the first node is used as the secret key during second node installation?A. administrator passwordB. application user passwordC. security passwordD. IP address**Answer: C**QUESTION 33Which option can be configured while installing Cisco Unified CCX on Cisco UCS servers?A. DNS serverB. NTP serverC. SMTP serverD. CUCM server**Answer: C**!!!RECOMMEND!!!1.

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