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QUESTIONS AND ANSWERS

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Exam Name: Deploying Cisco Unified Contact Center Express

Certification Provider: Cisco

Exam: Deploying Cisco Unified Contact Center Express

Q1.

In a high availability over WAN deployment, which option cannot be located across the WAN from the active Cisco Unified Contact Center Express site?

SMTP server

ASR or TTS servers

wallboard server

enterprise database

Correct Answer

Answer: B

Q2.

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

.Collect the thread dump for Cisco Unified CCX Engine

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

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

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

Talk to the customer about the deployment and usage pattern.

Check the Cisco Unified CCX Serviceability Control Center

Correct Answer

Answer: C, D, E

Q3.

Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?

Media

Database

Unified CM Telephony

Configuration datastore

Correct Answer

Answer: B

Q4.

What is the maximum number of agents that Cisco Unified Contact Center Express supports when it is deployed with Cisco Unified Communications Manager?

300

150

400

50

Correct Answer

Answer: A