Deploying Cisco Unified Contact Center Express (500-052)

Exam Description: The Deploying Cisco Unified Contact Center Express (500-052) exam is a 60 -minute exam with 45 - 55 questions. This exam tests a candidate's knowledge of the design, implementation, and operation of Cisco Contact Center Express version 11.0 deployments. Candidates can prepare for this exam by taking the Deploying Cisco Unified Contact Center Express (UCCXD) version 6.0 course, which is based on the UCCX version 11.0 release.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. In order to better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

32%	**1.0**	**1.0 Design a Unified Contact Center Express System Deployment**
	1.1	Perform customer capacity planning
	1.2	Determine customer required features
	1.3	Evaluate and recommend different configuration options
	1.4	Identify available configuration and ordering tools
40%	**2.0**	**Implement a Unified Contact Center Express System**
	2.1	Describe the process for installing Unified Contact Center Express software and hardware
	2.2	Describe the process to configure Unified Contact Center Express software and provision the users to meet customer requirements
	2.3	Describe the process of using the Unified Contact Center Express Application Editor
	2.4	Examine the Cisco Business Edition 6000 competitive landscape
28%	**3.0**	**Operate a Unified Contact Center Express System**
	3.1	Identify basic Unified Contact Center Express user tasks
	3.2	Identify process and tools available for troubleshooting Unified Contact Center Express
	3.3	Identify process and tools available for monitoring system operations in Unified Contact Center Express
	3.4	Identify process and tools available for patching, upgrading systems, and license additions for Unified Contact Center Express