500-445 ^{Q&As}

Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

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QUESTION 1

Which mode must be used for Always On Availability Group clustering?

A. Mixed mode

B. Directory Connection

C. Windows Authentication

D. SQL Authentication

Correct Answer: C

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf page 18

QUESTION 2

Which feature is unable to be deleted or made inactive?

A. Enterprise Chat and Email

B. Unified CCE

C. Exception Queue

D. Supervisory Queues

Correct Answer: C

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_5_1/Maintenance/Guide/ece125_userguide_administration_chat_email_for_pcce.pdf

QUESTION 3

What is the character limit for passwords when installing Enterprise Chat and Email applications?

A. 24

B. 29

C. 30

D. 32

Correct Answer: C

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_6_1/Installation/Guide/ece126_installationguide_for_ucce.pdf page 34

QUESTION 4

What are three steps in a chat process flow? (Choose three.)

A. The agent selects chat in the gadget.

B. The application server checks Chat EP configuration.

C. The application server displays the chat to the agent with a notification.

D. The customer initiates a chat and hits Chat Entry Point (EP).

E. EAAS notifies EAMS of DO_THIS_WITH_TASK.

F. EAAS Instances sends NEW_TASK message to MR PIM.

Correct Answer: BDF

Reference: https://www.ciscolive.com/c/dam/r/ciscolive/emea/docs/2020/pdf/BRKCCT-2352.pdf page 65

QUESTION 5

What is the priority sequence for activities?

A. delayed callback, chat, email

B. email, chat, delayed callback

C. delayed callback, email, chat

D. chat, email, delayed callback

Correct Answer: A

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e
mail/enterprise_chat_email_12_6_1/Maintenance/Guide/ece126_userguide_administration.pdf page 32

QUESTION 6

What are two required configurations when setting up user accounts and permissions? (Choose two.)

A. The ECE web server can be installed in DMZ and must use the same domain account.

B. All the servers except the ECE web server must use the domain account to install the software.

C. All the servers must use the same domain account to install the software.

D. Domain account is not mandatory to install the software. The local account with administrator privilege can be used.

E. The ECE web server can be installed in DMZ and can have a different domain account.

Correct Answer: BE

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf

QUESTION 7

Which two types of data does a file server store? (Choose two.)

A. application files

B. application log files

C. error log files

D. system files

E. report templates

Correct Answer: AE

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf page 15

QUESTION 8

Which two items in UCCE need to be installed and available for use before installing Enterprise Chat and Email? (Choose two.)

A. customer voice portal

B. social miner

C. ICM router, logger, admin workstation

D. call manager

E. CTI server

Correct Answer: CE

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf

QUESTION 9

What is the minimum required network bandwidth for an agent connecting to the ECE servers at login?

A. 184 kilobits/second or higher

B. 284 kilobits/second or higher

C. 384 kilobits/second or higher

D. 424 kilobits/second or higher

Correct Answer: C

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_email/enterprise_chat_email_11_5_1/Design/Guide/ece115_cce_srnd.pdf page 23

QUESTION 10

What is the default value for the email media class set by the installer?

A. Email_media_class

B. Email_ECE

C. ECE_Email

D. Cisco_email

Correct Answer: C

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_email/enterprise_chat_email_12_0_1/Maintenance/Guide/ece12_userguide_administration_for_ucce.pdf page 45

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