



Exam Code: 500-445

Exam Name: Implementing Cisco Contact Center Enterprise Chat and Email

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Question No: 1

How is Chat Watchdog Interval used?

- A. to control the time interval after which a chat activity is tagged as abandoned if an agent could not accept it
- B. to control the time interval after which a chat activity is tagged as abandoned if it could not get any response from UCCE
- C. to control the time interval after which a chat activity is tagged as abandoned if it could not be routed to UCCE
- D. to control the time interval after which a chat activity is tagged as abandoned if it could not be assigned to an agent

Answer: D

Explanation:

Question No: 2

What are two specifications for reporting templates? (Choose two.)

- A. The availability of templates is controlled by licenses.
- B. A user can only create ten reports per template.
- C. Only one report can be created per template.
- D. Any number of reports can be created from a template.
- E. Templates can be deleted.

Answer: AD

Explanation:

Question No: 3

What is the limit of concurrent agents per application server?

- A. 400
- B. 600
- C. 1200
- D. 1800

Answer: D

Explanation:

Question No: 4

In which two ways are chats transferred? (Choose two.)

- A. Only open chat activities in which the customer has not left the chat session can be transferred.
- B. Chats can be transferred to departments directly.
- C. Agents can transfer the chat activities based on the Maximum Task limit setting.
- D. Agents have unlimited transfers of chat activity.

E. Only one chat activity can be transferred at a time.

Answer: AE

Explanation:

Question No: 5

Which LDAP URL allows configuration in the properties pane under SSO configuration?

A. Ldap://idap_server:3269

B. Ldap://idap_server:80

C. Ldap://idap_server:443

D. Ldap://idap_server:3268

Answer: B

Explanation:

Question No: 6

Which CLI command verifies the authenticity and integrity of a downloaded ISO?

A. Openssl dgst -sha512 -keyform der -verify <public key.der> -signature <ISO image.iso.signature>

<ISO Image>

B. Openssl dst -sha256 -keyform der -verify <public key.der> -signature <ISO image.iso.signature>

<ISO Image>

C. Openssl dst -sha512 -keyform der -verify <public key.der> -signature <ISO image.iso.signature>

<ISO Image>

D. Openssl dgst -sha256 -keyform der -verify <public key.der> -signature <ISO image.iso.signature>

<ISO Image>

Answer: D

Explanation:

Question No: 7

Which process scans content and applies regular expressions to mask the sensitive information?

A. Data leak prevention

B. Data masking

C. Data filtering

D. Data scanning

Answer: B

Explanation:

Question No: 8

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
- D. report templates

Answer: AD

Explanation:

Question No: 9

Which two media classes require configuration to be used in Enterprise Chat and Email? (Choose two.)

- A. ECE_Default_Queue
- B. ECE_activity
- C. ECE_Inbound
- D. ECE_Email
- E. ECE_Chat

Answer: AE

Explanation:

Question No: 10

What is the formula for a standardized agent count for email?

- A. Standardized agent count for email = Actual agent count * Average number of messages handled per hour by each agent / 10
- B. Standardized agent count for email = Actual agent count * Average number of messages handled per hour by each agent / 6
- C. Standardized agent count for email = Actual agent count * Average number of messages handled per hour by each agent / 20
- D. Standardized agent count for email = Actual agent count * Average number of messages handled per hour by each agent / 4

Answer: C

Explanation:

Question No: 11

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

- A. Mixed mode
- B. Directory Connection
- C. Windows Authentication

D. SQL Authentication

Answer: C

Explanation:

Question No: 12

How do chat entry points behave?

- A. Multiple help links on a website can point to the same entry point.
- B. Each help link on a website can point to the same entry point.
- C. Each help link on a website must point to a separate entry point.
- D. Each help link on a website can point to multiple entry points.

Answer: B

Explanation:

Question No: 13

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

Answer: CE

Explanation:

Question No: 14

Which feature is unable to be deleted or made inactive?

- A. Enterprise Chat and Email
- B. Unified CCE
- C. Exception Queue
- D. Supervisory Queues

Answer: C

Explanation:

Question No: 15

What are the workflow types in ECE?

- A. Alarm, Inbound, Exception, Default

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- B. Inbound, Outbound, Alarm
- C. Default, Inbound, Outbound
- D. Alarm, Outbound, Inbound, Exception

Answer: B

Explanation:

Question No: 16

Which two changes should be made in the calendar when changes in daylight savings occur? (Choose two.)

- A. Adjust the start time and end time for all shifts.
- B. Delete the existing shift label before creating a new one for daylight saving time.
- C. Change the timezone at the user group level.
- D. Change the timezone at the system partition level.
- E. Change the timezone at the department level.

Answer: AB

Explanation:

Question No: 17

Which server on WXM communicates with ECE, and what TCP port is used for the HTTPS connections with cloud connect services?

- A. Application server, 8445
- B. Web server, 8443
- C. Services server, 15097
- D. Database server, 1433

Answer: D

Explanation:

Question No: 18

Which two integration tasks are needed to get CUIC to communicate with ECE? (Choose two.)

- A. Create a SQL User with db_datareader rights to the eGReportsDB on the ECE Reporting server.
- B. Single-mode authentication must be enabled on the ECE Reporting server.
- C. Create a SQL User with db_user rights to the eGsideDB on the ECE Reporting server.
- D. Mixed mode authentication must be enabled on the ECE Reporting server.
- E. Create a SQL User with db_user rights to the eGReportsDB on the ECE Reporting server.
- F. Mixed mode authentication must be enabled on the CUIC publisher.

Answer: BE

Explanation:

Question No: 19

Which User objects in Enterprise Chat and Email are mapped in UCCE?

- A. Agent, Supervisor
- B. Agent
- C. Supervisor, Administrator
- D. Agent, Supervisor, Administrator

Answer: D

Explanation:

Question No: 20

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.

Answer: ABD

Explanation:

Question No: 21

What is the maximum permissible one-way network delay between Unified CCE servers and ECE servers?

- A. 80 milliseconds
- B. 120 milliseconds
- C. 240 milliseconds
- D. 300 milliseconds

Answer: A

Explanation:

Question No: 22

What is the default frequency value of ECE Monitors notification?

- A. 30 seconds
- B. 60 seconds

- C. 120 seconds
- D. 30 minutes
- E. 60 minutes
- F. 90 minutes

Answer: A

Explanation:

Question No: 23

Which items must be configured before agents can reply to emails from customers?

- A. Inbound workflows, Outbound workflows, Email aliases, Users, Queues
- B. Inbound workflows, Outbound workflows, Users, Email aliases
- C. Inbound workflows, Outbound workflows, Queues, DN
- D. Email aliases, Inbound workflows, Users, Queues

Answer: A

Explanation:

Question No: 24

When does the workflow assignment service publish a message to the application server?

- A. when the agent logs out
- B. when a new email is assigned to a user
- C. when a new task is created
- D. when the agent login in

Answer: C

Explanation:

Question No: 25

How is the ECC variable created for chat, inbound and outbound email activities?

- A. User.ece.email id
- B. User.ece task id
- C. User.ece.activity.id
- D. User.ece. .customer.name

Answer: C

Explanation:

Question No: 26

What is an MRD a collection of that is associated with a common communication medium?

- A. skill groups and services
- B. route point and DN
- C. scripts and script selector
- D. skill groups and route

Answer: B

Explanation:

Question No: 27

Which partition level settings are needed to configure email?

- A. Default SMTP server settings, Alarm service delay, Auto response number
- B. Maximum activities to pull at a time, Alarm service delay, Auto response number, Auto response time
- C. Default SMTP server settings, Auto response time, Personalized activity assignment
- D. Alarm service delay, Auto response time, Auto response number

Answer: A

Explanation:

Question No: 28

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.

Answer: BD

Explanation:

Question No: 29

Which TCP must be opened in the firewall between Services server and Messaging server?

- A. 587
- B. 9001
- C. 15097
- D. 47500

Answer: C

Explanation:

Question No: 30

Which four tools should be taken into consideration for Troubleshooting ECE issues? (Choose four.)

- A. Cisco Email and Chat Analyzer
- B. Activity Audit
- C. ECE LiteAgent
- D. Service Process Monitor
- E. Service Instance Monitor
- F. Service Activity Monitor
- G. Router Email and Chat Viewer
- H. ECE Agent toolkit Monitor

Answer: BCFG

Explanation:

Question No: 31

Which activities can agents pick and pull?

- A. Agents can pick chats from other agents that belong to the same set of skill groups.
- B. Agents can pick chat from other agents that belong to the different skill groups.
- C. Agents can pick emails from other agents that belong to the same set of skill groups.
- D. Agents can pick emails from other agents that belong to the different skill groups.

Answer: D

Explanation:

Question No: 32

Which information in ECE allows administrators to set up working and non-working hours and days for employees in their department?

- A. Business hours
- B. Administrative script
- C. Business calendars
- D. Time of day

Answer: C

Explanation:

Question No: 33

Which TCP ports need to be opened in the firewall between the Web Server and Application server?

- A. 993
- B. 2434
- C. 9001
- D. 15097

Answer: A

Explanation:

Question No: 34

What are two ways the agent SSO functions in the ECE/CCE environment? (Choose two.)

- A. Unified CCE agents configured for SSO in Unified CCE can now access the ECE gadget in Cisco Finesse, but they have to input their credentials.
- B. SSO allows administrators to check the status of agent and supervisor performance.
- C. SSO is not enabled by default; configuration is necessary.
- D. SSO allows agents, supervisors, and administrators to provide CCE credentials once and be authenticated across multiple disparate applications.
- E. Unified CCE agents who are not configured for SSO in Unified CCE are not allowed to access the ECE gadget within Cisco Finesse.

Answer: AD

Explanation:

Question No: 35

What is the messaging server component for 400 agent deployments?

- A. collocated with other components and with services server
- B. always installed on a dedicated VM
- C. collocated only with services server
- D. collocated with other components

Answer: D

Explanation:

Question No: 36

What is the maximum size of an attachment to be downloaded by an agent user interface before temporary slowness may be experienced?

- A. 20 KB
- B. 30 KB
- C. 40 KB
- D. 50 KB

Answer: D

Explanation:

Question No: 37

Which two requirements need to be removed from the domain account properties used for the MSSQL service on the database servers? (Choose two.)

- A. A smart card is required for interactive logon.
- B. Do not require Kerberos pre-authentication.
- C. Use DES encryption types for this account.
- D. Password is not expired.
- E. The account is sensitive and cannot be delegated.

Answer: AD

Explanation:

Question No: 38

Where are queue permissions automatically assigned and unable to be changed when picking, pulling, and transferring activities?

- A. EECE
- B. UCCE
- C. Partition
- D. Service

Answer: D

Explanation:

Question No: 39

Which group must an email match to be transferred to any queue?

- A. Application path
- B. Business hour
- C. Media class
- D. Application instance

Answer: A

Explanation:

Question No: 40

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

Answer: A

Explanation:

Question No: 41

What is the maximum value for the 'MaxMessageSize' property to allow the total number of characters for each chat message?

- A. 800
- B. 1000
- C. 2000
- D. 2500

Answer: B

Explanation:

Question No: 42

What are three report categories and templates included for ECE reporting? (Choose three.)

- A. Supervisor Status
- B. Contact Center Trend
- C. Email Survey
- D. Service Level Agreement
- D. Service Level Performance
- E. Contact Center CCAI
- F. Agent performance

Answer: ACF

Explanation:

Question No: 43

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

- A. 24
- B. 29
- C. 30
- D. 32

Answer: C

Explanation:

Question No: 44

Which three configuration requirements are necessary to implement Agent Single Sign-on in the ECE/CCE environment? (Choose three.)

- A. CCE scripting for chat and email needs to be configured before configuring ECE SSO.
- B. SSO for CCE is enabled by default, so no configuration is needed in CCE before agent SSO for ECE works.
- C. SSO is enabled by default; no configuration is necessary.
- D. The SSL certificate must be imported to ECE application servers for Unified CCE installations or the ECE server for Packaged CCE installations.
- E. ECE should be integrated with PCCE and the SPOG.
- F. SSO for CCE needs to be configured before agent SSO for ECE will work.

Answer: ACF

Explanation:

Question No: 45

What connects to the Media routing peripheral gateway of ICM to the ECE server?

- A. web server
- B. services server
- C. application server
- D. message server

Answer: C

Explanation:

Question No: 46

Which product allows wait messages to be displayed with dynamic text to customers while chat and call requests are processed?

- A. Dynamic Expanded Call Context Variable
- B. Call variable on email/chat gadget
- C. Dynamic Expected Wait Time Variable
- D. Dynamic Run Application Script Request

Answer: B

Explanation:

Question No: 47

What are four best practices before starting to troubleshoot ECE issues? (Choose four.)

- A. Know the ECE version and Engineer Specials installed.
- B. Collect all ECE services logs.
- C. Understand the physical model, be it a centralized office or branch location, as well as the VoIP protocol.
- D. Restart the ECE servers.
- E. Upgrade to the latest Engineer Special.

F. Understand the Deployment Model, the call-flow, the messaging flow, and the configuration.

G. Understand the customer's intent for the flow of emails and chats.

Answer: ABCD

Explanation:

Question No: 48

What are three reasons aliases cannot be deleted? (Choose three.)

- A. It is used in an inbound workflow.
- B. It is configured as the default alias.
- C. It is associated with the users.
- D. It is associated with a retriever instance.
- E. It is associated with a queue.
- F. It is associated with the mail server.

Answer: ACF

Explanation:

Question No: 49

What must be registered to receive chat messages while registering the application for chat API integration?

- A. Webhooks callback URL
- B. Integrator
- C. Conversation ID
- D. Bearer token

Answer: A

Explanation:

Question No: 50

What are three steps in an email process flow? (Choose three.)

- A. EAAS Instance sends NEW_TASK message to MR PIM.
- B. MR PIM returns DO_THIS_WITH_TASK to EAAS with AgentID.
- C. Rules Process executes the start and scheduled workflows.
- D. Email is pulled in by listener instance and written to the database.
- E. Email is pulled in by retriever instance and written to the database.
- F. EAAS notifies EAMS of DO_THIS_WITH_TASK.

Answer: DEF

Explanation:

Question No: 51

How long before incoming activities coming to aliases, for which there are no workflows configured, are moved to the exception queue?

- A. 60 minutes
- B. 120 minutes
- C. 240 minutes
- D. 24 hours

Answer: A

Explanation:

Question No: 52

What are two considerations when installing Web Servers? (Choose two.)

- A. The web server can be installed outside the firewall.
- B. Web server components should be installed on a separate VM.
- C. Web server components should always be installed along with the application server.
- D. Web server is not mandatory and is optional.
- E. The web server cannot be separated from its corresponding application servers across a firewall.

Answer: DE

Explanation:

Question No: 53

Which two ways are departments configured? (Choose two.)

- A. Departments, once created, cannot be deleted from ECE.
- B. Each department has 14 types of resources available for use.
- C. Departments cannot be created in the ECE console if integrated with PCCE, and they can only be created in PCCE.
- D. Departments can be created in the ECE console if integrated with PCCE, and they can be imported from SPOG.
- E. Departments can be created in the ECE console if integrated with PCCE, and they can be imported from ECE Gadget.

Answer: AB

Explanation:

Question No: 54

Where is the Script selector in CCE mapped in ECE?

- A. Queue
- B. Dialed Number

C. Workflow

D. Call Type

Answer: B

Explanation:

Question No: 55

Which sequence should be followed while starting ECE?

A. Services server, Message server, File server, Database server, Application server

B. No mandatory sequence is needed

C. Services server, Message server, Database server, File server, Application server

D. Services server, File server, Database server, Message server, Application server

Answer: A

Explanation:

Question No: 56

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

Answer: D

Explanation:

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