

500-445^{Q&As}

Implementing Cisco Contact Center Enterprise Chat and Email
(CCECE)

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QUESTION 1

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_email/enterprise_chat_email_12_6_1/Installation/Guide/ece126_installationguide_for_ucce.pdf page 34

QUESTION 2

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.

Correct Answer: BCFG

QUESTION 3

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

E. Service Level Performance

F. Contact Center CCA

G. Agent performance

Correct Answer: BEG

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/Maintenance/Guide/ece115_userguide_reports.pdf page 13

QUESTION 4

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

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/Installation/Guide/ece12_installationguide_for_ucce.pdf page 59

QUESTION 5

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

A. Application path

B. Business hour

C. Media class

D. Application instance

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 103

QUESTION 6

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

A. ECE

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

Correct Answer: A

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_6_1/Maintenance/Guide/ece116_userguide_administration_routing.pdf page 27

QUESTION 7

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

Correct Answer: B

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/Installation/Guide/ece12_installationguide_for_pcce.pdf page 83

QUESTION 8

Where is the Script selector in CCE mapped in ECE?

- A. Queue
- B. Dialed Number
- C. Workflow
- D. Call Type

Correct Answer: A

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/Installation/Guide/ece12_installationguide_for_ucce.pdf page 43

QUESTION 9

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.

Correct Answer: CD

QUESTION 10

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.

Correct Answer: AB

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/Installation/Guide/ece12_installationguide_for_ucce.pdf page 16

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