500-445 Q&As

Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

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QUESTION 1

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.

Correct Answer: EF

QUESTION 2

What are the workflow types in ECE?

A. Alarm, Inbound, Exception, Default

B. Inbound, Outbound, Alarm

C. Default, Inbound, Outbound

D. Alarm, Outbound, Inbound, Exception

Correct Answer: B

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_11_5_1/Maintenance/Guide/ece115_userguide_administration_routing.pdf page 47

QUESTION 3

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

A. Ldap://ldap_server:3269

B. Ldap://ldap_server:80

C. Ldap://ldap_server:443

D. Ldap://ldap_server:3268

Correct Answer: D

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/Maintenance/Guide/ece12_userguide_administration_for_ucce.pdf page 170

QUESTION 4

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

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_email_administration.pdf page 18

QUESTION 5

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.

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_11_5_1/Maintenance/Guide/ece115_userguide_administration_chat.pdf page 64

QUESTION 6

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_e
mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf page 59

QUESTION 7

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 8

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 9

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_e mail/enterprise_chat_email_12_0_1/Maintenance/Guide/ece12_userguide_administration_for_ucce.pdf page 45

QUESTION 10

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