



*Up-to-date Questions and Answers from authentic resources to improve knowledge and pass the exam at very first attempt. ----- Guaranteed.*



500-445 Dumps  
500-445 Braindumps  
500-445 Real Questions  
500-445 Practice Test  
500-445 Actual Questions



**Cisco**

# 500-445

*Cisco Contact Center Enterprise Chat and Email (CCECE)*



<https://killexams.com/pass4sure/exam-detail/500-445>

Question: 153

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: A

Question: 154

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 CCAI
- G. Agent performance

Answer: B,D,G

Question: 155

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

Question: 156

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: D,E

Question: 157

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

Answer: A

Question: 158

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: C

Question: 159

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: B

Question: 160

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: C

Question: 161

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: C

Question: 162

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: C

Question: 163

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: A,B

Question: 164

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: A,B,F,G

Question: 165

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: C

Question: 166

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: A,C,D

Question: 167

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: B

Question: 168

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: A,E

Question: 169

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: B

Question: 170

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

Question: 171

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

Question: 172

Where is the Script selector in CCE mapped in ECE?

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

Answer: C



# SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

*Killexams.com is an online platform that offers a wide range of services related to certification exam preparation. The platform provides actual questions, exam dumps, and practice tests to help individuals prepare for various certification exams with confidence. Here are some key features and services offered by Killexams.com:*

**Actual Exam Questions:** *Killexams.com provides actual exam questions that are experienced in test centers. These questions are updated regularly to ensure they are up-to-date and relevant to the latest exam syllabus. By studying these actual questions, candidates can familiarize themselves with the content and format of the real exam.*

**Exam Dumps:** *Killexams.com offers exam dumps in PDF format. These dumps contain a comprehensive collection of questions and answers that cover the exam topics. By using these dumps, candidates can enhance their knowledge and improve their chances of success in the certification exam.*

**Practice Tests:** *Killexams.com provides practice tests through their desktop VCE exam simulator and online test engine. These practice tests simulate the real exam environment and help candidates assess their readiness for the actual exam. The practice tests cover a wide range of questions and enable candidates to identify their strengths and weaknesses.*

**Guaranteed Success:** *Killexams.com offers a success guarantee with their exam dumps. They claim that by using their materials, candidates will pass their exams on the first attempt or they will refund the purchase price. This guarantee provides assurance and confidence to individuals preparing for certification exams.*

**Updated Content:** *Killexams.com regularly updates its question bank and exam dumps to ensure that they are current and reflect the latest changes in the exam syllabus. This helps candidates stay up-to-date with the exam content and increases their chances of success.*

**Technical Support:** *Killexams.com provides free 24x7 technical support to assist candidates with any queries or issues they may encounter while using their services. Their certified experts are available to provide guidance and help candidates throughout their exam preparation journey.*

For More exams visit <https://killexams.com/vendors-exam-list>  
Kill your exam at First Attempt....Guaranteed!