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**Vendor:**Cisco

**Exam Code:**500-445

**Exam Name:**Implementing Cisco Contact Center  
Enterprise Chat and Email (CCECE)

**Version:**Demo

### QUESTION 1

What is the maximum value for the 'MaxMessageSize

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\\_5\\_1/Maintenance/Guide/ece125\\_userguide\\_administration\\_chat\\_email\\_for\\_pcce.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_email/enterprise_chat_email_12_5_1/Maintenance/Guide/ece125_userguide_administration_chat_email_for_pcce.pdf) page

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### QUESTION 2

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\\_email/enterprise\\_chat\\_email\\_12\\_0\\_1/Installation/Guide/ece12\\_installationguide\\_for\\_ucce.pdf](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 15

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### QUESTION 3

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

Correct Answer: D

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](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)

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### QUESTION 4

What is the maximum number of categories a department can support?

- A. 100
- B. 250
- C. 500
- D. 600

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](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 213

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#### **QUESTION 5**

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

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

Correct Answer: A

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#### **QUESTION 6**

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

Correct Answer: BCGH

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**QUESTION 7**

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\\_email/enterprise\\_chat\\_email\\_11\\_5\\_1/Maintenance/Guide/ece115\\_userguide\\_administration\\_routing.pdf](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_administration_routing.pdf) page 47

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**QUESTION 8**

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.

Correct Answer: DEF

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**QUESTION 9**

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

- A. `Openssl dgst -sha512 -keyform der -verify -signature`
- B. `Openssl dst -sha256 -keyform der -verify -signature`
- C. `Openssl dst -sha512 -keyform der -verify -signature`

D. Openssl dgst -sha256 -keyform der -verify -signature

Correct Answer: D

Reference: <https://www.openssl.org/docs/man1.1.1/man1/openssl-dgst.html>

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#### QUESTION 10

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.

Correct Answer: AE

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/User/Guide/ece126\\_userguide\\_agent.pdf](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/User/Guide/ece126_userguide_agent.pdf) page 90

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#### QUESTION 11

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

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#### QUESTION 12

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](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