

DUMPS ARENA

Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

Cisco 500-445

Version Demo

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QUESTION NO: 1

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**Explanation:**

The sequence that should be followed while starting ECE is Services server > Message server > Database server > File server > Application server. The other options are not correct sequences.

References: [1] <https://docs.oracle.com/en/cloud/paas/enterprise-chatbot/eceug/start-ece.html> [2] <https://docs.oracle.com/en/cloud/paas/enterprise-chatbot/eceug/stop-ece.html>

When starting Cisco Enterprise Chat and Email (ECE), the recommended sequence is:

This sequence ensures that all the necessary services are running and properly configured before starting the Application server.

QUESTION NO: 2

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:**

Windows Authentication allows users to connect to SQL Server using their Windows credentials. It uses Kerberos security protocol for authentication and it's considered more secure than SQL Server Authentication.

Always On Availability Groups (AGs) is a feature of Microsoft SQL Server that provides high availability and disaster recovery for a group of user databases. Windows Authentication is required for all the SQL Server instances that participate in an availability group.

It's important to note that, the specific configuration options and settings may vary depending on the version of SQL Server and the specific requirements of the organization. It's recommended to consult the Microsoft documentation and your SQL Server support team for further assistance.

References:

QUESTION NO: 3

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

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

ANSWER: B**Explanation:**

The character limit for passwords when installing Enterprise Chat and Email applications is 29 characters. Passwords must be at least 8 characters in length, and can be up to 29 characters in length. It is recommended to use a combination of upper and lower case letters, numbers, and symbols for increased security.

References: [1]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat/enterprise_chat_admin_guide/cec_b_enterprise-chat-admin-guide-cec/cec_b_enterprise-chat-admin-guide-cec_chapter_02.html [2]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat/enterprise_chat_admin_guide/cec_b_enterprise-chat-admin-guide-cec/cec_b_enterprise-chat-admin-guide-cec_chapter_01.html

QUESTION NO: 4

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**Explanation:**

Before agents can reply to emails from customers, the following items must be configured: Inbound workflows, Outbound workflows, Users, and Email aliases. Inbound workflows and Outbound workflows are used to configure the routing of emails, while Users and Email aliases are used to configure the agents and their email addresses. Queues are used to store emails that are waiting to be assigned to an agent.

References: [1]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat/enterprise_chat_admin_guide/cec_b_enterprise-chat-admin-guide-cec/cec_b_enterprise-chat-admin-guide-cec_chapter_02.html [2]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat/enterprise_chat_admin_guide/cec

QUESTION NO: 5

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

A. It is used in an inbound workflow.

If an alias is used in an inbound workflow, it cannot be deleted until it is removed from the workflow. C. If an alias is associated with a user, it cannot be deleted until it is unassigned from the user. E. If an alias is associated with a queue, it cannot be deleted until it is removed from the queue.

You can refer to the following URLs for more details:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise-chat-and-email/11_5_1/administrator/guide/Cisco_Enterprise_Chat_and_Email_Administrator_Guide_11_5_1/b_Enterprise_Chat_and_Email_Administrator_Guide_11_5_1_chapter_0103.html

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: A C E

Explanation:

Aliases cannot be deleted because they are used in an inbound workflow, associated with the users, or associated with a queue. They may also be configured as the default alias or associated with a retriever instance or mail server, but these are not reasons why they cannot be deleted.

References: [1] <https://www.interfaceware.com/message-broker/alias-management.html> [2]

https://www.interfaceware.com/help/alias_deletion.html [3] https://www.interfaceware.com/help/alias_management.html

A. If an alias is used in an inbound workflow, it cannot be deleted until it is removed from the workflow. C. If an alias is associated with a user, it cannot be deleted until it is unassigned from the user. E. If an alias is associated with a queue, it cannot be deleted until it is removed from the queue.

You can refer to the following URLs for more details:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise-chat-and-email/11_5_1/administrator/guide/Cisco_Enterprise_Chat_and_Email_Administrator_Guide_11_5_1/b_Enterprise_Chat_and_Email_Administrator_Guide_11_5_1_chapter_0103.html

QUESTION NO: 6

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: D

Explanation:

It is the URL used to connect to the LDAP server for authentication during the Single Sign-On (SSO) process. It is a standard URL format that specifies the protocol (ldap), the server name (idap_server) and the port number (3268) used to connect to the LDAP server.

QUESTION NO: 7

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
Service Level Performance
- E. Contact Center CCAI
- F. Agent performance

ANSWER: A D F

Explanation:

These are three report categories and templates included for ECE reporting.

QUESTION NO: 8

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
- ICM router, logger, admin workstation: ICM (Intelligent Contact Manager) is a Cisco product that routes and manages customer interactions across multiple channels such as voice, email, chat, and social media. ICM router, logger, and admin workstation are the components of ICM that are required for Enterprise Chat and Email to function properly.

D. call manager

E. CTI server

CTI server: CTI (Computer Telephony Integration) server is a component of UCCE that integrates telephony and computer systems to provide advanced call control and call management functionality. The CTI server is responsible for integrating the Enterprise Chat and Email with the phone system.

ANSWER: C E

Explanation:

ICM router, logger, and admin workstation are components of Cisco Unified Contact Center Enterprise (UCCE) that must be installed and available before Enterprise Chat and Email can be installed. CTI server is also a required component of UCCE and must be installed and available before Enterprise Chat and Email can be installed.

References: [1]

[https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/user/guide/uccx_b_user-guide-cisco-unified-contact-center-express-106_chapter_01110.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/user/guide/uccx_b_user-guide-cisco-unified-contact-center-express-106/uccx_b_user-guide-cisco-unified-contact-center-express-106_chapter_01110.html) [2]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/installation/guide/uccx_b_installation-

Enterprise Chat and Email (ECE) is a Cisco product that allows customers to communicate with a business through various channels such as chat, email, social media, and other digital channels.

Before installing Enterprise Chat and Email, two items in UCCE need to be installed and available for use:

C. ICM router, logger, admin workstation: ICM (Intelligent Contact Manager) is a Cisco product that routes and manages customer interactions across multiple channels such as voice, email, chat, and social media. ICM router, logger, and admin workstation are the components of ICM that are required for Enterprise Chat and Email to function properly.

E. CTI server: CTI (Computer Telephony Integration) server is a component of UCCE that integrates telephony and computer systems to provide advanced call control and call management functionality. The CTI server is responsible for integrating the Enterprise Chat and Email with the phone system.

QUESTION NO: 9

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.

Create a SQL User with db_user rights to the eGReportsDB on the ECE Reporting server: CUIC needs to access the ECE Reporting server's eGReportsDB to retrieve data and perform reporting. A SQL user with db_user rights to the eGReportsDB is needed to allow CUIC to access and read the data.

F. Mixed mode authentication must be enabled on the CUIC publisher.

Mixed mode authentication must be enabled on the CUIC publisher: CUIC and ECE use different authentication methods, in

order for CUIC to communicate with ECE, mixed mode authentication must be enabled on the CUIC publisher. This allows CUIC to use both Windows and SQL Server authentication to connect to ECE.

ANSWER: E F

Explanation:

E. Create a SQL User with db_user rights to the eGReportsDB on the ECE Reporting server: CUIC needs to access the ECE Reporting server's eGReportsDB to retrieve data and perform reporting. A SQL user with db_user rights to the eGReportsDB is needed to allow CUIC to access and read the data.

F. Mixed mode authentication must be enabled on the CUIC publisher: CUIC and ECE use different authentication methods, in order for CUIC to communicate with ECE, mixed mode authentication must be enabled on the CUIC publisher. This allows CUIC to use both Windows and SQL Server authentication to connect to ECE.

QUESTION NO: 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.

Chats can be transferred to departments directly: Chat activities can be transferred to different departments based on the customer's needs or the agent's ability to handle the inquiry.

It's also important to note that the ability to transfer chats and the number of transfers that can be made may be limited by the specific configuration of the UCCE system.

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

Explanation:

In Cisco's Unified Contact Center Enterprise (UCCE), chat activities can be transferred in two ways: A. Only open chat activities in which the customer has not left the chat session can be transferred: If the customer has left the chat session before the transfer, it cannot be transferred.

B. Chats can be transferred to departments directly: Chat activities can be transferred to different departments based on the customer's needs or the agent's ability to handle the inquiry.

It's also important to note that the ability to transfer chats and the number of transfers that can be made may be limited by the specific configuration of the UCCE system.