500-445^{Q&As}

Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

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QUESTION 1

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

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_12_5_1/Design/Guide/ece125_cce_srnd.pdf page 15

QUESTION 2

When does the workflow assignment service publish a message to the application server?

A. when the agent logs out

B. when a new email is assigned to a user

C. when a new task is created

D. when the agent login in

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_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf

QUESTION 3

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 4

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 5

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

QUESTION 6

Which TCP ports need to be opened in the firewall between the Web Server and Application server?

A. 993

B. 2434

C. 9001

D. 15097

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

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QUESTION 7

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

QUESTION 8

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

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_5_1/Design/Guide/ece125_cce_srnd.pdf

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QUESTION 9

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 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_e mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf page 16

QUESTION 11

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_e mail/enterprise_chat_email_12_6_1/Installation/Guide/ece126_installationguide_for_ucce.pdf page 34

QUESTION 12

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_e
mail/enterprise_chat_email_12_5_1/Maintenance/Guide/ece125_userguide_administration_chat_email_for_pcce.pdf
page

QUESTION 13

What is the limit of concurrent agents per application server?

A. 400

B. 600

C. 1200

D. 1800

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/Design/Guide/ece115_cce_srnd.pdf

QUESTION 14

What is the priority sequence for activities?

A. delayed callback, chat, email

B. email, chat, delayed callback

C. delayed callback, email, chat

D. chat, email, delayed callback

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_administration.pdf page 32

QUESTION 15

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

Correct Answer: B

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