

# DUMPSQUEEN

## Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

Cisco 500-445

Version Demo

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## QUESTION NO: 1

What is the messaging server component for 400 agent deployments?

- A. collocated with other components and with services server
- B. always installed on a dedicated VM
- C. collocated only with services server
- D. collocated with other components

## ANSWER: A

### Explanation:

Collocated with other components and with services server, means that the messaging server component will be installed on the same machine as other components and with services server, which is suitable for 400 agent deployments. This allows for better resource utilization and cost efficiency. This configuration is also known as a "co-resident" deployment. Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_compatibility\\_matrix/11\\_5/ec\\_b\\_crs-ece-11-5-compatibility-matrix.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility_matrix/11_5/ec_b_crs-ece-11-5-compatibility-matrix.html)

## QUESTION NO: 2

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: B

### Explanation:

Unified CCE is a component of Cisco Unified Contact Center Enterprise (UCCE) and cannot be deleted or made inactive. Unified CCE is responsible for handling customer requests, routing calls, and providing customer service. It is an essential part of UCCE and must be installed and available before Enterprise Chat and Email can be used.

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-](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-)

Unified CCE (Unified Contact Center Enterprise) is a Cisco product that provides a comprehensive, multichannel customer contact solution. It includes a set of software and hardware components that work together to provide advanced call routing, contact management, and reporting capabilities.

Unified CCE is the core platform on which other Cisco products like Enterprise Chat and Email, Exception Queue and Supervisory Queues are built upon. It is the foundation of the contact center infrastructure and it's unable to be deleted or made inactive as it provides the foundation for other Cisco products.

It's important to note that the specific requirements for the contact center infrastructure may vary depending on the version of CCE and the specific requirements of the organization. It's recommended to consult the Cisco documentation and your Cisco support team for further assistance.

References:

## QUESTION NO: 3

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](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](https://www.interfaceware.com/help/alias_deletion.html) [3] [https://www.interfaceware.com/help/alias\\_management.html](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](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)

[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](mailto/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: 4

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

## ANSWER: A

### Explanation:

Chat Watchdog Interval is used to control the time interval after which a chat activity is tagged as abandoned if an agent could not accept it. The purpose of the Chat Watchdog Interval is to ensure that a customer's chat request is not left unattended for an extended period of time. If an agent is not available to accept the chat within the specified time period, the chat activity will be marked as abandoned. This allows the system to route the chat to another agent or take other appropriate actions to ensure that the customer's needs are met in a timely manner.

## QUESTION NO: 5

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.

## QUESTION NO: 6

Which server on WXM communicates with ECE, and what TCP port is used for the HTTPS connections with cloud connect services?

- A. Application server, 8445
- B. Web server, 8443
- C. Services server, 15097
- D. Database server, 1433

## ANSWER: B

### Explanation:

The Web server on the WXM (Web Experience Manager) platform is responsible for communicating with Enterprise Chat and Email (ECE) and uses TCP port 8443 for HTTPS connections with cloud connect services. This port is the relevant port for ECE communication and must be open on the firewall for ECE to function correctly.

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\\_01.html](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) [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](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)

In WXM (Webex Experience Management), the web server communicates with ECE (Enterprise Chat and Email) and the HTTPS connections with cloud connect services are made using TCP port 8443.

The Web server is responsible for handling the incoming web traffic, such as customer chat and email requests, and forwarding them to the appropriate ECE workflow.

TCP port 8443 is a commonly used port for HTTPS connections and is the default port for HTTPS traffic. This port is used for secure communication between the WXM web server and ECE, and other cloud connect services.

## QUESTION NO: 7

Which two requirements need to be removed from the domain account properties used for the MSSQL service on the database servers? (Choose two.)

- A. A smart card is required for interactive logon.
- B. Do not require Kerberos pre-authentication.
- C. Use DES encryption types for this account.

- D. Password is not expired.
- E. The account is sensitive and cannot be delegated.

**ANSWER: A E**

**Explanation:**

When configuring the MSSQL service on the database servers, it is important to remove two requirements from the domain account properties. Specifically, the requirement for a smart card for interactive logon and the requirement that the account is sensitive and cannot be delegated must be removed. This will ensure that the MSSQL service runs properly and securely.

**QUESTION NO: 8**

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

**ANSWER: A D E F**

**Explanation:**

Cisco Email and Chat Analyzer, Service Process Monitor, Service Instance Monitor, and Service Activity Monitor. The Cisco Email and Chat Analyzer is a tool used to monitor and analyze email and chat traffic. The Service Process Monitor is used to track various service processes and view the logs associated with them. The Service Instance Monitor is used to view the details for each service instance, such as the status, activity, and response time. The Service Activity Monitor is used to track the activity of the services, such as the number of inbound and outbound requests.

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](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)

**QUESTION NO: 9**

Which TCP must be opened in the firewall between Services server and Messaging server?

- A. 587

- B. 9001
- C. 15097
- D. 47500

**ANSWER: A**

**Explanation:**

The TCP port 587 must be opened in the firewall between Services server and Messaging server in order for the two systems to communicate. Port 587 is the standard SMTP (Simple Mail Transfer Protocol) port used for outbound email communication.

**QUESTION NO: 10**

Which two ways are departments configured? (Choose two.)

- A. Departments, once created, cannot be deleted from ECE.
- B. Each department has 14 types of resources available for use.
- C. Departments cannot be created in the ECE console if integrated with PCCE, and they can only be created in PCCE.
- D. Departments can be created in the ECE console if integrated with PCCE, and they can be imported from SPOG.
- E. Departments can be created in the ECE console if integrated with PCCE, and they can be imported from ECE Gadget.

**ANSWER: D E**

**Explanation:**

Departments can be configured in two ways: they can be created in the ECE console if integrated with PCCE and imported from SPOG, or they can be created in the ECE console if integrated with PCCE and imported from ECE Gadget. The other options are not two ways in which departments are configured.

References: [1] <https://docs.oracle.com/en/cloud/paas/enterprise-chatbot/eceug/create-departments.html> [2] <https://docs.oracle.com/en/cloud/paas/enterprise-chatbot/eceug/import-departments.html>