



Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)



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Exam 500-445

Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

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[Total Questions: 56]

Question No : 1

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 : 2

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

Answer: A

Question No : 3

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. \$S0 for CCE needs to be configured before agent SSO for ECE will work.

Answer: D,E,F

Explanation: In order to implement Agent Single Sign-on in the ECE/CCE environment, the SSL certificate must be imported to ECE application servers for Unified CCE installations or the ECE server for Packaged CCE installations. Additionally, ECE should be integrated with PCCE and the SPOG, and SSO for CCE needs to be configured before agent SSO for ECE will work.

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

Question No : 4

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

- A. `Openssl dgst -sha512 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <ISO Image>`
- B. `Openssl dst -sha256 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <ISO Image>`
- C. `Openssl dst -sha512 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <ISO Image>`
- D. `Openssl dgst -sha256 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <ISO Image>`

Answer: D

Explanation: This command uses the OpenSSL tool to verify the authenticity and integrity of an ISO file by checking the signature against a public key. The `-sha256` option specifies to use the SHA-256 algorithm, `-keyform der` specifies the key format is DER, `-verify` option is used to specify the public key file that is used to verify the signature and the `-signature` option is used to specify the signature file. It uses the SHA-256 algorithm to generate a digest of the ISO image, and then compares it to the digest that is stored in the signature file. If the digests match, it means the ISO file is authentic and has not been tampered with. It's important to note that, the actual command may vary depending on the specific operating system and version of OpenSSL being used. Also, it's recommended to consult the Cisco documentation and your Cisco support team for further assistance.

Question No : 5

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

Explanation: References: [1] <https://docs.microsoft.com/en-us/microsoftteams/media-classes-in-teams-enterprise-chat-and-email> [2] <https://docs.microsoft.com/en-us/microsoftteams/configure-enterprise-chat-and-email-with-enterprise-chat-and-email-in-teams> [3] <https://www.ombud.com/blog/enterprise-chat-email-microsoft-teams-broadcast> [4] <https://www.cmswire.com/digital-workplace/enterprise-chat-the-future-of-work-communications/> [5] <https://www.globaldataservices.com/blog/enterprise-chat-email-in-microsoft-teams/>




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.

To use the ECE_Email and ECE_Chat media classes, configuration is required.

D. ECE_Email: ECE_Email media class is used to configure the email channel, this includes settings such as email address, email server, and other email-related configurations. This media class is used to route incoming email to the appropriate agent or department.

E. ECE_Chat: ECE_Chat media class is used to configure the chat channel, this includes settings such as chat server, chat client, and other chat-related configurations. This media class is used to route incoming chats to the appropriate agent or department.

References:

-  Cisco: Cisco Enterprise Chat and Email
-  Cisco: Cisco Enterprise Chat and Email Media Class Configuration
-  Cisco: Cisco Enterprise Chat and Email Media Class Configuration Guide

Question No : 6

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: C,D

Explanation: When changes in daylight savings occur, the timezone must be changed at both the user group level and the system partition level in order to adjust the start and end times of shifts. This can be done by logging into the Cisco Unified Contact Center Enterprise (UCCE) Administration Portal and navigating to the User Group Management and System Partition Management menus [1], respectively.

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/uccx_b_user-guide-cisco-unified-contact-center-express-106_chapter_01210.html [2] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6

1. Cisco Collaboration System 12.x Solution Reference Network ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/srnd/collab12/collab12/contact.html

C. Change the timezone at the user group level: The timezone for all the agents under the user group level should be changed to match the new time after daylight savings. This will ensure that the agents are working according to the new time zone and that their activity is recorded correctly in the system.

D. Change the timezone at the system partition level: The timezone at the system partition level should be changed to match the new time after daylight savings. This will ensure that the system is configured according to the new time zone and that all the activity is recorded in the correct time.

Question No : 7

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/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-

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:

-  Cisco: Cisco Unified Contact Center Enterprise
-  Cisco: Cisco Unified Contact Center Enterprise Architecture
-  Cisco: Cisco Unified Contact Center Enterprise Product Overview

Question No : 8

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: A

Explanation: References:

[1] <https://support.google.com/a/answer/1363297?hl=en> [2] <https://www.workfront.com/blog/how-to-calculate-an-email-teams-capacity/> [3] <https://www.activetrail.com/blog/how-do-you-calculate-the-optimal-number-of-customer-service-agents> [4] <https://www.conversocial.com/blog/how-to-calculate-the-optimal-number-of-social-media-agents>

Question No : 9

Which partition level settings are needed to configure email?

A. Default SMTP server settings, Alarm service delay, Auto response number

B. Maximum activities to pull at a time, Alarm service delay, Auto response number, Auto response time

C. Default SMTP server settings, Auto response time, Personalized activity assignment

D. Alarm service delay, Auto response time, Auto response number

Answer: A

Explanation: Default SMTP server settings, Alarm service delay, and Auto response number. The Default SMTP server settings are used to configure the server that will be used to send and receive emails. The Alarm service delay controls the amount of time before an alert is triggered when a customer does not respond to a ticket. The Auto response number is used to set the maximum number of times an auto-response will be sent for each ticket.

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_03.html [2] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/

Question No : 10

What is the default frequency value of ECE Monitors notification?

- A. 30 seconds
- B. 60 seconds
- C. 120 seconds
- D. 30 minutes
- E. 60 minutes
- F. 90 minutes

Answer: B

Explanation: The default frequency value of the Enterprise Chat and Email (ECE) Monitors notification is 60 seconds. This notification is used to notify the user of any changes in the status of their chat sessions, such as when a customer starts a chat, or when a customer ends a chat session.

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 [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.html

Question No : 11

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

Explanation: In Cisco Enterprise Chat and Email (ECE) architecture, the media routing peripheral gateway (MRPG) of the Integrated Contact Manager (ICM) communicates with the ECE application server to route chat and email interactions to the appropriate agent. The MRPG acts as an intermediary between the ICM and the ECE server, directing interactions to the correct agent based on the configured routing rules.

Question No : 12

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

Answer: A,D




Explanation: References: [1] <https://docs.microsoft.com/en-us/windows-server/storage/file-servers/file-servers> [2] <https://www.lifewire.com/what-is-a-file-server-817385> [3] https://www.webopedia.com/TERM/F/file_server.html [4] <https://www.server-essentials.com/faq/what-is-file-server>

A file server is a computer or device that stores and manages files, allowing multiple users and devices to access the files over a network.

A. Application files: file servers typically store application files, which are files that are used by software programs. These files can include executable files, DLLs, configuration files, and other types of files that are needed to run the software.

D. System files: file servers also store system files, which are files that are used by the operating system. These files include system libraries, drivers, and other types of files that are required for the operating system to function properly.

References:

-  Microsoft: What is a File Server?
-  Oracle: File Server
-  Cisco: File Server

File servers can also store other types of files such as user documents, media files, and other types of files, but the above mentioned files are some of the examples that are commonly stored in file servers.

Question No : 13

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.