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Question 1

Question Type: MultipleChoice

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

Options:

- 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 2

Question Type: MultipleChoice

What are two required configurations when setting up user accounts and permissions? (Choose two.)

Options:

- 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.

Answer:

C, E

Explanation:

When setting up user accounts and permissions, it is necessary to configure all the servers to use the same domain account in order to install the software. Additionally, the ECE web server can be installed in a DMZ and can have a different domain account from the rest of the servers.

When setting up user accounts and permissions, it is important to ensure that all servers are using the same domain account to install the software. This will ensure that all servers have the same level of access and permissions, and that the installation process goes smoothly. Additionally, if the ECE web server is installed in DMZ, it can have a different domain account, which would be more secure.

You can find more information on user accounts and permissions, including best practices for setting them up, in the Avaya Aura Experience Portal Administrator Guide and Avaya Aura Contact Center Administrator Guide.

Question 3

Question Type: MultipleChoice

Which partition level settings are needed to configure email?

Options:

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.

Question 4

Question Type: MultipleChoice

What is an MRD a collection of that is associated with a common communication medium?

Options:

- A- skill groups and services
- B- route point and DN
- C- scripts and script selector
- D- skill groups and route

Answer:

A

Explanation:

An MRD (multi-resource device) is a collection of skills, services, and route points that is associated with a common communication medium. Skill groups are used to define the skills and services that the agent needs to handle incoming calls, while route points are used to route calls to the agents.

Question 5

Question Type: MultipleChoice

How is the ECC variable created for chat, inbound and outbound email activities?

Options:

- A-** User.ece.email.id
- B-** User.ece.task.id
- C-** User.ece.activity.id
- D-** User.ece..customer.name

Answer:

C

Explanation:

ECC (Engagement Cloud Connector) variables are used to store information about a specific engagement activity, such as a chat, inbound email, or outbound email. The ECC variable for an activity would be created using the user's ECE (Engagement Cloud Engine) and the activity's ID, such as 'User.ece.activity.id'. It would be used to connect and retrieve the information of that specific engagement activity.

Question 6

Question Type: MultipleChoice

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

Options:

- 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

Answer:

B

Question 7

Question Type: MultipleChoice

Which items must be configured before agents can reply to emails from customers?

Options:

- 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.

Question 8

Question Type: MultipleChoice

What is the default frequency value of ECE Monitors notification?

Options:

- 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.

Question 9

Question Type: MultipleChoice

What is the maximum permissible one-way network delay between Unified CCE servers and ECE servers?

Options:

- A- 80 milliseconds
- B- 120 milliseconds
- C- 240 milliseconds
- D- 300 milliseconds

Answer:

C

Explanation:

The maximum permissible one-way network delay between Unified CCE (Cisco Unified Contact Center Enterprise) servers and Enterprise Chat and Email (ECE) servers is 240 milliseconds. This delay is necessary for the servers to communicate with each other without any latency issues.

Question 10

Question Type: MultipleChoice

What are three steps in a chat process flow? (Choose three.)

Options:

- 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.

Answer:

A, C, D

Explanation:

These are three steps in a chat process flow. A: The agent selects chat in the gadget to initiate a chat session. C: Once the chat session is established, the application server will display the chat to the agent and send a notification to the agent that a new chat has arrived. D: The customer initiates the chat by clicking on the chat button or link and hitting the Chat Entry Point (EP) on the website.

Question 11

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Explanation:

In Enterprise Chat and Email (ECE), the Agent, Supervisor, and Administrator user objects are mapped in Cisco Unified Contact Center Enterprise (UCCE). This allows UCCE to access the data and information associated with ECE users and use it for reporting and analytics.

Question 12

Question Type: MultipleChoice

Which two integration tasks are needed to get CUIC to communicate with ECE? (Choose two.)

Options:

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

Answer:

E, F

Explanation:

1. 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.

2. 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.

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