



Free Questions for 500-445 by certsdeals

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Question 1

Question Type: MultipleChoice

What are three steps in an email process flow? (Choose three.)

Options:

- A- EAAS Instances sends NEW_TASK message to MR PIM.
- B- MR PIM returns DO_THIS_WITH_TASK to EAAS with AgentID.
- C- Rules Process executes the start and scheduled workflows.
- D- Email is pulled in by listener instance and written to the database.
- E- Email is pulled in by retriever instance and written to the database.
- F- EAAS notifies EAMS of DO_THIS_WITH_TASK.

Answer:

C, D, F

Explanation:

The steps in an email process flow are that the email is pulled in by a listener instance and written to the database, the Rules Process executes the start and scheduled workflows, and the EAAS notifies the EAMS of DOTHISWITHTASK. The other options are not steps in the email process flow.

An embedded system is a computer systema combination of a computer processor[1], computer memory, and input/output peripheral devices that has a dedicated task within a larger mechanical or electrical system

Question 2

Question Type: MultipleChoice

What must be registered to receive chat messages while registering the application for chat API integration?

Options:

- A- Webhooks callback URL
- B- Integrator
- C- Conversation ID
- D- Bearer token

Answer:

A

Explanation:

To receive chat messages while registering the application for chat API integration, you must register the webhooks callback URL. The webhooks callback URL is used to receive chat messages from the chat API and can be used to trigger an action or response when a chat message is received. The other options are not required for chat API integration.

Question 3

Question Type: MultipleChoice

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

Options:

A- It ts used in an inbound workflow.

- 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.

3. 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_C

Question 4

Question Type: MultipleChoice

What are four best practices before starting to troubleshoot ECE issues? (Choose four.)

Options:

- 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.

Answer:

A, B, F, G

Explanation:

Before starting to troubleshoot ECE issues, it is important to know the ECE version and Engineer Specials installed, collect all ECE services logs, understand the Deployment Model, the call-flow, the messaging flow, and the configuration, and understand the customer's intent for the flow of emails and chats. Restarting the ECE servers and upgrading to the latest Engineer Special may be necessary in some cases, but are not always the best practices.

Question 5

Question Type: MultipleChoice

Which product allows wait messages to be displayed with dynamic text to customers while chat and call requests are processed?

Options:

- A-** Dynamic Expanded Call Context Variable
- B-** Call variable on email/chat gadget
- C-** Dynamic Expected Wait Time Variable

D- Dynamic Run Application Script Request

Answer:

C

Explanation:

Dynamic Expected Wait Time Variable is a product that allows wait messages to be displayed with dynamic text to customers while chat and call requests are processed. It allows for the display of expected wait times, wait position, and wait time updates based on the current call volume. This helps to provide customers with a better experience by keeping them informed of their wait times and wait position.

Question 6

Question Type: MultipleChoice

What connects to the Media routing peripheral gateway of ICM to the ECE server?

Options:

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 7

Question Type: MultipleChoice

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

Options:

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.

Question 8

Question Type: MultipleChoice

What are three report categories and templates included for ECE reporting? (Choose three.)

Options:

- A- Supervisor Status
- B- Contact Center Trend
- C- Email Survey
- D- Service Level Agreement
- D- Service Level Performance
- E- Contact Center CCAI
- F- Agent performance

Answer:

A, D, D, F

Explanation:

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

Supervisor Status: Reports that provide information about supervisor status, such as the status of supervisors and their teams.

Service Level Agreement: Reports that provide information about service level agreements, such as the percentage of interactions that meet or exceed service level targets.

Agent performance: Reports that provide information about agent performance, such as the number of interactions handled by each agent and the average handle time for each agent. Reference:

Cisco UCCE Reporting Guide:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/reporting/guide/CRS_RG_BK_R1064C0_00_unified-contact-center-enterprise-reporting-guide_chapter_01100.html

Cisco UCCE Reporting Administration Guide:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/reporting/administration/guide/CRS_RA_BK_R1064C0_00_unified-contact-center-enterprise-reporting-administration-guide_chapter_01100.html

Question 9

Question Type: MultipleChoice

What is the maximum value for the 'MaxMessageSize' property to allow the total number of characters for each chat message?

Options:

A- 800

B- 1000

C- 2000

D- 2500

Answer:

C

Explanation:

The maximum value for the 'MaxMessageSize' property to allow the total number of characters for each chat message is 2000. This is the maximum number of characters that can be sent in a single chat message. Messages with more than 2000 characters will be truncated.

Question 10

Question Type: MultipleChoice

What is the default value for the email media class set by the installer?

Options:

- A- Email_media_class
- B- Email_ ECE
- C- ECE_Email
- D- Cisco_email

Answer:

A

Explanation:

The default value for the email media class set by the installer is Emailmediaclass. This media class is used to route emails to the correct agent, queue, and database. The media class is configured in the UCCE or EECE environment, and it can be changed by an administrator if needed.

Question 11

Question Type: MultipleChoice

Which group must an email match to be transferred to any queue?

Options:

- A- Application path
- B- Business hour
- C- Media class
- D- Application instance

Answer:

C

Explanation:

Emails are transferred to queues based on the Media Class that they match. A Media Class is a set of conditions that are used to match and route interactions to specific queues. Reference:

Cisco UCCE Administrator Guide:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/administration/guide/CRS_AG_BK_R1064C0_unified-contact-center-enterprise-administration-guide_chapter_01000.html#topic_CACD2A1C2A43

Cisco UCCE System Administration Guide:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/administration/guide/CRS_AG_BK_R1064CO_unified-contact-center-enterprise-system-administration-guide_chapter_01100.html

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