



Free Questions for 500-445 by certscare

Shared by Vance on 15-11-2022

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Question 1

Question Type: MultipleChoice

What is the minimum required network bandwidth for an agent connecting to the ECE servers at login?

Options:

- A- 184 kilobits/second or higher
- B- 284 kilobits/second or higher
- C- 384 kilobits/second or higher
- D- 424 kilobits/second or higher

Answer:

D

Question 2

Question Type: MultipleChoice

Which sequence should be followed while starting ECE?

Options:

- 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

Answer:

A

Question 3

Question Type: MultipleChoice

Where is the Script selector in CCE mapped in ECE?

Options:

- A- Queue
- B- Dialed Number
- C- Workflow
- D- Call Type

Answer:

B

Question 4

Question Type: MultipleChoice

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

Options:

- 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:

A, B

Question 5

Question Type: MultipleChoice

What are two considerations when installing Web Servers? (Choose two.)

Options:

- 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.

Answer:

D, E

Question 6

Question Type: MultipleChoice

How long before incoming activities coming to aliases, for which there are no workflows configured, are moved to the exception queue?

Options:

A- 60 minutes

B- 120 minutes

C- 240 minutes

D- 24 hours

Answer:

A

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