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Question 1

Question Type: MultipleChoice

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

Options:

- 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.

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 2

Question Type: MultipleChoice

Which two changes should be made in the calendar when changes in daylight savings occur? (Choose two.)

Options:

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.

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

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/contactc.html

2. 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.

3. 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 3

Question Type: MultipleChoice

What are the workflow types in ECE?

Options:

- A- Alarm, Inbound, Exception, Default
- B- Inbound, Outbound, Alarm
- C- Default, Inbound, Outbound
- D- Alarm, Outbound, Inbound, Exception

Answer:

D

Explanation:

Enterprise Chat and Email (ECE) supports four types of workflows: Alarm, Outbound, Inbound, and Exception. Alarm workflows are used to alert agents when they receive a customer message. Outbound workflows are used to initiate conversations with customers. Inbound workflows are used to handle incoming customer messages. Exception workflows are used to handle customer messages that require additional attention.

Question 4

Question Type: MultipleChoice

Which feature is unable to be deleted or made inactive?

Options:

- 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.

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.

Cisco: Cisco Unified Contact Center Enterprise

Cisco: Cisco Unified Contact Center Enterprise Architecture

Question 5

Question Type: MultipleChoice

Which two items in UCCE need to be installed and available for use before installing Enterprise Chat and Email? (Choose two.)

Options:

- A- customer voice portal
- B- social miner
- C- ICM router, logger, admin workstation
- D- call manager
- E- CTI server

Answer:

C, E

Explanation:

ICM router, logger, and admin workstation are components of Cisco Unified Contact Center Enterprise (UCCE) that must be installed and available before Enterprise Chat and Email can be installed. CTI server is also a required component of UCCE and must be installed and available before Enterprise Chat and Email can be installed.

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.

Before installing Enterprise Chat and Email, two items in UCCE need to be installed and available for use:

2. ICM router, logger, admin workstation: ICM (Intelligent Contact Manager) is a Cisco product that routes and manages customer interactions across multiple channels such as voice, email, chat, and social media. ICM router, logger, and admin workstation are the components of ICM that are required for Enterprise Chat and Email to function properly.

3. CTI server: CTI (Computer Telephony Integration) server is a component of UCCE that integrates telephony and computer systems to provide advanced call control and call management functionality. The CTI server is responsible for integrating the Enterprise Chat and Email with the phone system.

Question 6

Question Type: MultipleChoice

How do chat entry points behave?

Options:

- A- Multiple help links on a website can point to the same entry point.
- B- Each help link on a website can point to the same entry point.
- C- Each help link on a website must point to a separate entry point.
- D- Each help link on a website can point to multiple entry points.

Answer:

B

Explanation:

A chat entry point is a page or link that customers can use to access the chat service. Help links on websites can be configured to point to the same entry point, so customers will see the same interface regardless of which link they use to access the service. This makes it easier for customers to find the help they need, as all the help links will point them to the same entry point.

Question 7

Question Type: MultipleChoice

Which mode must be used for Always On Availability Group clustering?

Options:

- A- Mixed mode
- B- Directory Connection
- C- Windows Authentication
- D- SQL Authentication

Answer:

C

Explanation:

Windows Authentication allows users to connect to SQL Server using their Windows credentials. It uses Kerberos security protocol for authentication and it's considered more secure than SQL Server Authentication.

Always On Availability Groups (AGs) is a feature of Microsoft SQL Server that provides high availability and disaster recovery for a group of user databases. Windows Authentication is required for all the SQL Server instances that participate in an availability group.

It's important to note that, the specific configuration options and settings may vary depending on the version of SQL Server and the specific requirements of the organization. It's recommended to consult the Microsoft documentation and your SQL Server support team for further assistance.

Microsoft: Always On Availability Groups (SQL Server)

Microsoft: Configure the Server Authentication Mode

Microsoft: Connect to the Primary Replica of an Always On Availability Group (SQL Server)

Question 8

Question Type: MultipleChoice

What is the formula for a standardized agent count for email?

Options:

- 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

Question 9

Question Type: MultipleChoice

Which two media classes require configuration to be used in Enterprise Chat and Email? (Choose two.)

Options:

A- ECE_Default_Queue

B- ECE_activity

C- ECE_Inbound

D- ECE_Email

E- ECE_Chat

Answer:

D, E

Explanation:

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.

1. 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.
2. 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.

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 10

Question Type: MultipleChoice

Which two types of data does a file server store? (Choose two.)

Options:

- A- application files
- B- application log files
- C- error log files
- D- system files
- D- report templates

Answer:

A, D, D

Explanation:

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.

1. 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.
2. 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.

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 11

Question Type: MultipleChoice

Which process scans content and applies regular expressions to mask the sensitive information?

Options:

- A- Data leak prevention
- B- Data masking
- C- Data filtering
- D- Data scanning

Answer:

B

Explanation:

Data masking is the process of replacing sensitive data with realistic but not real data to protect it from unauthorized access or exposure. It is typically used to protect sensitive data such as personal identification numbers, credit card numbers, and other confidential information.

The process scans content and applies regular expressions to mask the sensitive information by replacing the sensitive data with a set of predetermined characters or values, such as asterisks or random characters. This makes it difficult for unauthorized users to access the sensitive data, while still allowing the data to be used for testing, development, and other purposes.

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