



Free Cisco 500-445 CCECE Practice Questions

Shared by Jordan on 13-08-2026

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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 is the maximum size of an attachment to be downloaded by an agent user interface before temporary slowness may be experienced?



Options:

- A- 20 KB
- B- 30 KB
- C- 40 KB
- D- 50 KB

Answer:

B

Explanation:

The maximum size of an attachment to be downloaded by an agent user interface before temporary slowness may be experienced is 30 KB. Attachments larger than 30 KB may take longer to download and could cause temporary slowness in the user interface. When sending attachments to an agent's user interface, it is recommended to keep the size of the attachment to less than 30 KB.

Question 3

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:

D, E

Explanation:

Departments can be configured in two ways: they can be created in the ECE console if integrated with PCCE and imported from SPOG, or they can be created in the ECE console if integrated with PCCE and imported from ECE Gadget. The other options are not two ways in which departments are configured.

Question 4

Question Type: MultipleChoice

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

Options:

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

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 7

Question Type: MultipleChoice

Which TCP ports need to be opened in the firewall between the Web Server and Application server?

Options:

- A- 993
- B- 2434
- C- 9001
- D- 15097

Answer:

A

Question 8

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 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 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:

A, B

Explanation:

1. The web server can be installed outside the firewall, as long as it has access to the necessary ports to communicate with the application server and other components of the system. B. Installing web server components on a separate VM can help to improve security and performance by isolating the web server from the rest of the system.

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/installation/guide/Cisco_Enterprise_Chat_and_Email_Installation_Guide_11_5_1/Cisco_Enterprise_Chat_and_Email_Installation_Guide_11_5_1_chapter_01.html

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