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QUESTION 1

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

A. skill groups and services

B. route point and DN

C. scripts and script selector

D. skill groups and route

Correct Answer: A

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf page 47

QUESTION 2

What is the default frequency value of ECE Monitors notification?

A. 30 seconds

B. 60 seconds

C. 120 seconds

D. 30 minutes

E. 60 minutes

F. 90 minutes

Correct Answer: A

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e mail/enterprise_chat_email_12_0_1/User/Guide/ece12_userguide_supervision.pdf page 16

QUESTION 3

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

A. application files

B. application log files

C. error log files

D. system files

E. report templates

Correct Answer: AE

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e
mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf page 15

QUESTION 4

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

A. Mixed mode

B. Directory Connection

C. Windows Authentication

D. SQL Authentication

Correct Answer: C

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e
mail/enterprise_chat_email_12_0_1/Installation/Guide/ece12_installationguide_for_ucce.pdf page 18

QUESTION 5

How do chat entry points behave?

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.

Correct Answer: A

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_e
mail/enterprise_chat_email_11_5_1/Maintenance/Guide/ece115_userguide_administration_chat.pdf page 64

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