



500-445^{Q&As}

Implementing Cisco Contact Center Enterprise Chat and Email
(CCECE)

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QUESTION 1

How is Chat Watchdog Interval used?

- A. to control the time interval after which a chat activity is tagged as abandoned if an agent could not accept it
- B. to control the time interval after which a chat activity is tagged as abandoned if it could not get any response from UCCE
- C. to control the time interval after which a chat activity is tagged as abandoned if it could not be routed to UCCE
- D. to control the time interval after which a chat activity is tagged as abandoned if it could not be assigned to an agent

Correct Answer: D

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_email/enterprise_chat_email_12_0_1/Maintenance/Guide/ece12_userguide_administration_for_ucce.pdf

QUESTION 2

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

- 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.

Correct Answer: BCFG

QUESTION 3

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

- A. `Openssl dgst -sha512 -keyform der -verify -signature`
- B. `Openssl dst -sha256 -keyform der -verify -signature`
- C. `Openssl dst -sha512 -keyform der -verify -signature`
- D. `Openssl dgst -sha256 -keyform der -verify -signature`



Correct Answer: D

Reference: <https://www.openssl.org/docs/man1.1.1/man1/openssl-dgst.html>

QUESTION 4

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_email/enterprise_chat_email_12_0_1/User/Guide/ece12_userguide_supervision.pdf page 16

QUESTION 5

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

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

Correct Answer: C

Reference: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_email/enterprise_chat_email_11_5_1/Design/Guide/ece115_cce_srnd.pdf page 23

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