500-445^{Q&As}

Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

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QUESTION 1

In which two ways are chats transferred? (Choose two.)

A. Only open chat activities in which the customer has not left the chat session can be transferred.

B. Chats can be transferred to departments directly.

C. Agents can transfer the chat activities based on the Maximum Task limit setting.

D. Agents have unlimited transfers of chat activity.

E. Only one chat activity can be transferred at a time.

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_6_1/User/Guide/ece126_userguide_agent.pdf page 90

QUESTION 2

Which activities can agents pick and pull?

A. Agents can pick chats from other agents that belong to the same set of skill groups.

B. Agents can pick chat from other agents that belong to the different skill groups.

C. Agents can pick emails from other agents that belong to the same set of skill groups.

D. Agents can pick emails from other agents that belong to the different skill groups.

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_5_1/Maintenance/Guide/ece125_userguide_administration_chat_email_for_pcce.pdf page 58

QUESTION 3

Which four tools should be taken into consideration for Troubleshooting ECE issues? (Choose four.)

A. Cisco Email and Chat Analyzer

B. Activity Audit

C. ECE LiteAgent

D. Service Process Monitor

E. Service Instance Monitor

F. Service Activity Monitor

G. Router Email and Chat Viewer

H. ECE Agent toolkit Monitor

Correct Answer: BCGH

QUESTION 4

What is the default value for the email media class set by the installer?

A. Email_media_class

B. Email_ECE

C. ECE_Email

D. Cisco_email

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/Maintenance/Guide/ece12_userguide_administration_for_ucce.pdf page 45

QUESTION 5

What is the maximum value for the 'MaxMessageSize

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_5_1/Maintenance/Guide/ece125_userguide_administration_chat_email_for_pcce.pdf page

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