



500-445^{Q&As}

Implementing Cisco Contact Center Enterprise Chat and Email
(CCECE)

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QUESTION 1

What connects to the Media routing peripheral gateway of ICM to the ECE server?

- A. web server
- B. services server
- C. application server
- D. message server

Correct Answer: B

QUESTION 2

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 3

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

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

Correct Answer: B

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_6_1/Maintenance/Guide/ece126_userguide_chat_administration.pdf page 23



QUESTION 4

What are two required configurations when setting up user accounts and permissions? (Choose two.)

- A. The ECE web server can be installed in DMZ and must use the same domain account.
- B. All the servers except the ECE web server must use the domain account to install the software.
- C. All the servers must use the same domain account to install the software.
- D. Domain account is not mandatory to install the software. The local account with administrator privilege can be used.
- E. The ECE web server can be installed in DMZ and can have a different domain account.

Correct Answer: BE

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/Installation/Guide/ece12_installationguide_for_ucce.pdf

QUESTION 5

Which product allows wait messages to be displayed with dynamic text to customers while chat and call requests are processed?

- A. Dynamic Expanded Call Context Variable
- B. Call variable on email/chat gadget
- C. Dynamic Expected Wait Time Variable
- D. Dynamic Run Application Script Request

Correct Answer: D

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_11_0_2/release/notes/rcct_b_pcce-solution-release-notes-1102/rcct_b_pcce-solution-release-notes-1102_chapter_010.html

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