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CISCO

500-445

QUESTIONS AND ANSWERS

FREE VERSION

(LIMITED CONTENT)

Certification Provider: Cisco

Exam: Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

Duration: 2 Hours

Q1.

How is Chat Watchdog Interval used?

Ato control the time interval after which a chat activity is tagged as abandoned if an agent could not accept it

Bto control the time interval after which a chat activity is tagged as abandoned if it could not get any response from UCCE

Cto control the time interval after which a chat activity is tagged as abandoned if it could not be routed to UCCE

Dto control the time interval after which a chat activity is tagged as abandoned if it could not be assigned to an agent

Answer: A

See the explanation below.

Chat Watchdog Interval is used to control the time interval after which a chat activity is tagged as abandoned if an agent could not accept it. The purpose of the Chat Watchdog Interval is to ensure that a customer's chat request is not left unattended for an extended period of time. If an agent is not available to accept the chat within the specified time period, the chat activity will be marked as abandoned. This allows the system to route the chat to another agent or take other appropriate actions to ensure that the customer's needs are met in a timely manner.

Q2.

What are two specifications for reporting templates? (Choose two.)

AThe availability of templates is controlled by licenses.

BA user can only create ten reports per template.

COnly one report can be created per template.

DAny number of reports can be created from a template.

ETemplates can be deleted.

Answer: D, E

See the explanation below.

A reporting template can be used to create multiple reports with the same configurations, thus allowing users to create multiple reports with the same configurations. Additionally, templates can be deleted as per the requirement, if it is not needed anymore. But it's important to note that once a template is deleted, all reports created from that template will be deleted as well.

Q3.

What is the limit of concurrent agents per application server?

A400

B600

C1200

D1800

Q4.

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

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

BChats can be transferred to departments directly.

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

DAgents have unlimited transfers of chat activity.

EOnly one chat activity can be transferred at a time.

Answer: A, B

See the explanation below.

In Cisco's Unified Contact Center Enterprise (UCCE), chat activities can be transferred in two ways:
A. Only open chat activities in which the customer has not left the chat session can be transferred: If the customer has left the chat session before the transfer, it cannot be transferred.

1. Chats can be transferred to departments directly: Chat activities can be transferred to different departments based on the customer's needs or the agent's ability to handle the inquiry.

It's also important to note that the ability to transfer chats and the number of transfers that can be made may be limited by the specific configuration of the UCCE system.

Q5.

Which LDAP URL allows configuration in the properties pane under SSO configuration?

ALdap://idap_server:3269

BLdap://idap_server:80

CLdap://idap_server:443

DLdap://idap_server:3268

Answer: D