



CISCO 500-445

**Cisco Implementing Contact Center Enterprise Chat and Email
Certification Questions & Answers**

Exam Summary – Syllabus – Questions

500-445

[Advanced Unified Contact Center Enterprise Specialization](#)

**55-65 Questions Exam – Variable (750-850 / 1000 Approx.) Cut Score – Duration of
90 minutes**

Table of Contents:

Know Your 500-445 Certification Well:	2
Cisco 500-445 Implementing Contact Center Enterprise Chat and Email Certification Details:	2
500-445 Syllabus:.....	3
Cisco 500-445 Sample Questions:	3
Study Guide to Crack Cisco Implementing Contact Center Enterprise Chat and Email 500-445 Exam:	6

Know Your 500-445 Certification Well:

The 500-445 is best suitable for candidates who want to gain knowledge in the Cisco Channel Partner and Other. Before you start your 500-445 preparation you may struggle to get all the crucial Implementing Contact Center Enterprise Chat and Email materials like 500-445 syllabus, sample questions, study guide.

But don't worry the 500-445 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 500-445 syllabus?
- How many questions are there in the 500-445 exam?
- Which Practice test would help me to pass the 500-445 exam at the first attempt?

Passing the 500-445 exam makes you Advanced Unified Contact Center Enterprise Specialization. Having the Implementing Contact Center Enterprise Chat and Email certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Cisco 500-445 Implementing Contact Center Enterprise Chat and Email Certification Details:

Exam Name	Implementing Cisco Contact Center Enterprise Chat and Email
Exam Code	500-445
Exam Price	\$300 USD
Duration	90 minutes
Number of Questions	55-65
Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	<u>Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)</u>
Exam Registration	<u>PEARSON VUE</u>

Sample Questions	Cisco 500-445 Sample Questions
Practice Exam	Advanced Unified Contact Center Enterprise Specialization Practice Test

500-445 Syllabus:

Section	Weight	Objectives
ECE Deployment	40%	<ul style="list-style-type: none">- Describe Enterprise Chat and Email Components and Deployment Model- Explain ECE Installation process- Define ECE Best Practices- Prepare PCCE for ECE and Integration
ECE Administration and Configuration	20%	<ul style="list-style-type: none">- Explain ECE Administration Tasks- Configure ECE- Explain ECE Queues
ECE Email Administration	10%	<ul style="list-style-type: none">- Explain ECE Email Administration- Describe Workflows- Explain CCE Scripting for Email and Storage Management
ECE Chat Administration	10%	<ul style="list-style-type: none">- Configure ECE for Chat- Describe Chat Entry Points- Explain Chat Operation and Chat Customization
ECE Features and Troubleshooting	20%	<ul style="list-style-type: none">- Describe ECE Report types- Explain Agent Single Sign-on for ECE- Troubleshoot ECE

Cisco 500-445 Sample Questions:

Question: 1

What are two considerations when installing Web Servers? (Choose two.)

- a) The web server cannot be separated from its corresponding application servers across a firewall.
- b) Web server is not mandatory and is optional.
- c) Web server components should always be installed along with the application server.
- d) Web server components should be installed on a separate VM.
- e) The web server can be installed outside the firewall.

Answer: d, e

Question: 2

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.

Answer: a, b

Question: 3

When does the workflow assignment service publish a message to the application server?

- a) when the agent logs out
- b) when a new email is assigned to a user
- c) when a new task is created
- d) when the agent login in

Answer: b

Question: 4

How long before incoming activities coming to aliases, for which there are no workflows configured, are moved to the exception queue?

- a) 60 minutes
- b) 120 minutes
- c) 240 minutes
- d) 24 hours

Answer: a

Question: 5

Where are queue permissions automatically assigned and unable to be changed when picking, pulling, and transferring activities?

- a) EECE
- b) UCCE
- c) Service
- d) Partition

Answer: c

Question: 6

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

Answer: d

Question: 7

Which TCP ports need to be opened in the firewall between the Web Server and Application server?

- a) 993
- b) 2434
- c) 9001
- d) 15097

Answer: c

Question: 8

Which User objects in Enterprise Chat and Email are mapped in UCCE?

- a) Agent, Supervisor, Administrator
- b) Supervisor, Administrator
- c) Agent
- d) Agent, Supervisor

Answer: d

Question: 9

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

Answer: a

Question: 10

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

- a) Ldap://ldap_server:3268
- b) Ldap://ldap_server:443
- c) Ldap://ldap_server:80
- d) Ldap://ldap_server:3269

Answer: a

Study Guide to Crack Cisco Implementing Contact Center Enterprise Chat and Email 500-445 Exam:

- Getting details of the 500-445 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 500-445 exam.
- Joining the Cisco provided training for 500-445 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 500-445 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 500-445 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 500-445 Certification

Make NWExam.com your best friend during your Implementing Cisco Contact Center Enterprise Chat and Email exam preparation. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 500-445 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 500-445 exam.

Start Online practice of 500-445 Exam by visiting URL

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