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Q&A

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Exam : 500-445

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

Version : DEMO

1.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.

Answer: C

Explanation:

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/User/Guide/ece126_userguide_agent.pdf

2.What are three report categories and templates included for ECE reporting? (Choose three.)

- A. Supervisor Status
- B. Contact Center Trend
- C. Email Survey
- D. Service Level Agreement
- E. Service Level Performance
- F. Contact Center CCAI
- G. Agent performance

Answer: B E G

3.Which feature is unable to be deleted or made inactive?

- A. Enterprise Chat and Email
- B. Unified CCE
- C. Exception Queue
- D. Supervisory Queues

Answer: C

4.Which two media classes require configuration to be used in Enterprise Chat and Email? (Choose two.)

- A. ECE_Default_Queue
- B. ECE_activity
- C. ECE_Inbound
- D. ECE_Email
- E. ECE_Chat

Answer: D E

5.What are the workflow types in ECE?

- A. Alarm, Inbound, Exception, Default
- B. Inbound, Outbound, Alarm
- C. Default, Inbound, Outbound
- D. Alarm, Outbound, Inbound, Exception

Answer: B