



500-445^{Q&As}

Implementing Cisco Contact Center Enterprise Chat and Email
(CCECE)

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QUESTION 1

What must be registered to receive chat messages while registering the application for chat API integration?

- A. Webhooks callback URL
- B. Integrator
- C. Conversation ID
- D. Bearer token

Correct Answer: A

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_5_1/Maintenance/Guide/ece125_userguide_administration_chat_email_for_pcce.pdf page 142

QUESTION 2

Which two changes should be made in the calendar when changes in daylight savings occur? (Choose two.)

- A. Adjust the start time and end time for all shifts.
- B. Delete the existing shift label before creating a new one for daylight saving time.
- C. Change the timezone at the user group level.
- D. Change the timezone at the system partition level.
- E. Change the timezone at the department level.

Correct Answer: AE

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_5_1/Maintenance/Guide/ece125_userguide_administration_for_pcce.pdf page 150

QUESTION 3

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

Correct Answer: C



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 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

Correct Answer: DE

QUESTION 5

What are four best practices before starting to troubleshoot ECE issues? (Choose four.)

- A. Know the ECE version and Engineer Specials installed.
- B. Collect all ECE services logs.
- C. Understand the physical model, be it a centralized office or branch location, as well as the VoIP protocol.
- D. Restart the ECE servers.
- E. Upgrade to the latest Engineer Special.
- F. Understand the Deployment Model, the call-flow, the messaging flow, and the configuration.
- G. Understand the customer's intent for the flow of emails and chats.

Correct Answer: BCFG

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