



# 500-445<sup>Q&As</sup>

Implementing Cisco Contact Center Enterprise Chat and Email  
(CCECE)

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### QUESTION 1

What are three steps in an email process flow? (Choose three.)

- A. EAAS Instances sends NEW\_TASK message to MR PIM.
- B. MR PIM returns DO\_THIS\_WITH\_TASK to EAAS with AgentID.
- C. Rules Process executes the start and scheduled workflows.
- D. Email is pulled in by listener instance and written to the database.
- E. Email is pulled in by retriever instance and written to the database.
- F. EAAS notifies EAMS of DO\_THIS\_WITH\_TASK.

Correct Answer: BCE

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### 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>

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### QUESTION 3

What is the formula for a standardized agent count for email?

- A. Standardized agent count for email = Actual agent count \* Average number of messages handled per hour by each agent / 10
- B. Standardized agent count for email = Actual agent count \* Average number of messages handled per hour by each agent / 6
- C. Standardized agent count for email = Actual agent count \* Average number of messages handled per hour by each agent / 20
- D. Standardized agent count for email = Actual agent count \* Average number of messages handled per hour by each agent / 4



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\\_5\\_1/Design/Guide/ece125\\_cce\\_srnd.pdf](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/Design/Guide/ece125_cce_srnd.pdf) page 15

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#### QUESTION 4

What is an MRD a collection of that is associated with a common communication medium?

- A. skill groups and services
- B. route point and DN
- C. scripts and script selector
- D. skill groups and route

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\\_0\\_1/Installation/Guide/ece12\\_installationguide\\_for\\_ucce.pdf](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) page 47

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#### QUESTION 5

Which two types of data does a file server store? (Choose two.)

- A. application files
- B. application log files
- C. error log files
- D. system files
- E. report templates

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\\_0\\_1/Installation/Guide/ece12\\_installationguide\\_for\\_ucce.pdf](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) page 15

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