Vendor: Cisco

Exam Code: 500-445

Exam Name: Implementing Cisco Contact Center Enterprise Chat and Email

Version: DEMO

QUESTION 1
What are two specifications for reporting templates? (Choose two.)

A. The availability of templates is controlled by licenses.
B. A user can only create ten reports per template.
C. Only one report can be created per template.
D. Any number of reports can be created from a template.
E. Templates can be deleted.

Answer: AD

QUESTION 2
What is the limit of concurrent agents per application server?

A. 400
B. 600
C. 1200
D. 1800

Answer: D

QUESTION 3
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: AE

QUESTION 4
Which LDAP URL allows configuration in the properties pane under SSO configuration?

A. Ldap://idap_server:3269
B. Ldap://idap_server:80
C. Ldap://idap_server:443
D. Ldap://idap_server:3268

Answer: B

QUESTION 5
Which CLI command verifies the authenticity and integrity of a downloaded ISO?

A. Openssl dgst -sha512 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <ISO Image>
B. Openssl dst -sha256 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <ISO Image>

C. Openssl dst -sha512 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <|SO Image>

D. Openssl dgst -sha256 -keyform der -verify <public key.der> -signature <ISO image.iso.signature> <ISO Image>

Answer: D

QUESTION 6
Which three configuration requirements are necessary to implement Agent Single Sign-on in the ECE/CCE environment? (Choose three.)

A. CCE scripting for chat and email needs to be configured before configuring ECE SSO.
B. SS0 for CCE is enabled by default, so no configuration is needed in CCE before agent SSO for ECE works.
C. SS0 is enabled by default; no configuration is necessary.
D. The SSL certificate must be imported to ECE application servers for Unified CCE installations or the ECE server for Packaged CCE installations.
E. ECE should be integrated with PCCE and the SPOG.
F. $S0 for CCE needs to be configured before agent SSO for ECE will work.

Answer: ACF

QUESTION 7
What connects to the Media routing peripheral gateway of ICM to the ECE server?

A. web server
B. services server
C. application server
D. message server

Answer: C

QUESTION 8
Which product allows wait messages to be displayed with dynamic text to customers while chat and call requests are processed?

A. Dynamic Expanded Call Context Variable
B. Call variable on email/chat gadget
C. Dynamic Expected Wait Time Variable
D. Dynamic Run Application Script Request

Answer: B

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