

*Cisco*

*500-445*

*Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)*



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## **Product Version**

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# Latest Version: 6.1

## Question: 1

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: A**

Explanation:

Chat Watchdog Interval is used to control the time interval after which a chat activity is tagged as abandoned if an agent could not accept it. The purpose of the Chat Watchdog Interval is to ensure that a customer's chat request is not left unattended for an extended period of time. If an agent is not available to accept the chat within the specified time period, the chat activity will be marked as abandoned. This allows the system to route the chat to another agent or take other appropriate actions to ensure that the customer's needs are met in a timely manner.

## Question: 2

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: DE**

Explanation:

A reporting template can be used to create multiple reports with the same configurations, thus allowing users to create multiple reports with the same configurations. Additionally, templates can be deleted as per the requirement, if it is not needed anymore. But it's important to note that once a template is deleted, all reports created from that template will be deleted as well.

### Question: 3

What is the limit of concurrent agents per application server?

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

**Answer: B**

Explanation:

The limit of concurrent agents per application server is 600 the limit of concurrent agents per application server according to Cisco Unified Contact Center Enterprise (UCCE) version 11.5 and for the hardware specification that meet the requirement. This recommended limit is based on the assumption that all agents are using IP phones or soft clients and that the agents are using average resources. However, It's important to keep in mind that this is just a recommended limit and it may vary depending on the specific version of UCCE and the hardware specifications of the application server.

### Question: 4

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: AB**

Explanation:

In Cisco's Unified Contact Center Enterprise (UCCE), chat activities can be transferred in two ways: A. Only open chat activities in which the customer has not left the chat session can be transferred: If the customer has left the chat session before the transfer, it cannot be transferred. B. Chats can be transferred to departments directly: Chat activities can be transferred to different departments based on the customer's needs or the agent's ability to handle the inquiry. It's also important to note that the ability to transfer chats and the number of transfers that can be made may be limited by the specific configuration of the UCCE system.

### Question: 5

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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

<b>Answer: D</b>
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Explanation:

It is the URL used to connect to the LDAP server for authentication during the Single Sign-On (SSO) process. It is a standard URL format that specifies the protocol (ldap), the server name (idap\_server) and the port number (3268) used to connect to the LDAP server.

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