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Cisco Contact Center Enterprise Chat and Email (CCECE)

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Question: 153

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: A

Question: 154

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,D,G

Question: 155

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

Question: 156

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

Question: 157

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: A

Question: 158

What is the maximum size of an attachment to be downloaded by an agent user interface before temporary slowness may be experienced?

- A. 20 KB
- B. 30 KB
- C. 40 KB
- D. 50 KB

Answer: C

Question: 159

What is the maximum permissible one-way network delay between Unified CCE servers and ECE servers?

- A. 80 milliseconds
- B. 120 milliseconds
- C. 240 milliseconds
- D. 300 milliseconds

Answer: B

Question: 160

Where are queue permissions automatically assigned and unable to be changed when picking, pulling, and transferring activities?

- A. EECE
- B. UCCE
- C. Partition
- D. Service

Answer: C

Question: 161

What is the maximum value for the `MaxMessageSize` property to allow the total number of characters for each chat message?

- A. 800
- B. 1000
- C. 2000
- D. 2500

Answer: C

Question: 162

What is the default value for the email media class set by the installer?

- A. Email_media_class
- B. Email_ECE
- C. ECE_Email
- D. Cisco_email

Answer: C

Question: 163

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: A,B

Question: 164

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.

Answer: A,B,F,G

Question: 165

Which sequence should be followed while starting ECE?

- A. Services server, Message server, File server, Database server, Application server
- B. No mandatory sequence is needed
- C. Services server, Message server, Database server, File server, Application server
- D. Services server, File server, Database server, Message server, Application server

Answer: C

Question: 166

What are two ways the agent SSO functions in the ECE/CCE environment? (Choose two.)

- A. Unified CCE agents configured for SSO in Unified CCE can now access the ECE gadget in Cisco Finesse, but they have to input their credentials.
- B. SSO allows administrators to check the status of agent and supervisor performance.

- C. SSO is not enabled by default; configuration is necessary.
- D. SSO allows agents, supervisors, and administrators to provide CCE credentials once and be authenticated across multiple disparate applications.
- E. Unified CCE agents who are not configured for SSO in Unified CCE are not allowed to access the ECE gadget within Cisco Finesse.

Answer: A,C,D

Question: 167

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

Answer: B

Question: 168

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.

Answer: A,E

Question: 169

Which items must be configured before agents can reply to emails from customers?

- A. Inbound workflows, Outbound workflows, Email aliases, Users, Queues
- B. Inbound workflows, Outbound workflows, Users, Email aliases
- C. Inbound workflows, Outbound workflows, Queues, DN
- D. Email aliases, Inbound workflows, Users, Queues

Answer: B

Question: 170

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: 171

Which information in ECE allows administrators to set up working and non-working hours and days for employees in their department?

- A. Business hours
- B. Administrative script
- C. Business calendars
- D. Time of day

Answer: C

Question: 172

Where is the Script selector in CCE mapped in ECE?

- A. Queue
- B. Dialed Number
- C. Workflow
- D. Call Type

Answer: C

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