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Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

Cisco 500-445

Version Demo

Total Demo Questions: 8

Total Premium Questions: 85

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Topic Break Down

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QUESTION NO: 1

Which ECE server role hosts the service that connects to the Unified CCE Media Routing Peripheral Gateway?

A. Services Server

B. Web Server

C. Application Server

D. Messaging Server

ANSWER: A

Explanation:

The **Services Server** hosts the ECE integration services that communicate with the Unified CCE Media Routing Peripheral Gateway. This connection allows ECE customer activities to be presented to the CCE routing infrastructure and allows the resulting routing information to be returned to ECE.

The web server provides the web-facing tier, the application server hosts ECE application functions, and the messaging server supports internal messaging. The services server is the relevant ECE role for the Media Routing integration. Cisco deployment guidance is available in the Cisco Enterprise Chat and Email installation guides.

QUESTION NO: 2

Which two statements describe agent pick-and-pull behavior for ECE email activities? (Choose two.)

A. Agents can pick eligible email activities.

B. Agents can pull emails from another agent when they belong to the same set of skill groups.

C. Agents can pick active chats from any agent in the same department.

D. Agents can pull emails from agents in unrelated skill groups.

E. Agents can pull activities only from the Exception Queue.

ANSWER: A B

Explanation:

Agents can **pick eligible email activities** from the available work associated with their configured access and skills. This capability helps agents select work that they are authorized and qualified to handle.

Agents can also **pull email activities from another agent when they belong to the same set of skill groups**. Shared skill-group membership establishes the relevant eligibility for this activity-management action. Pick-and-pull is an email-work-management capability; it does not provide an equivalent mechanism for agents to pick active chats from other agents. Cisco ECE documentation is available from the Cisco Enterprise Chat and Email user guide list.

QUESTION NO: 3

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 E G

Explanation:

ECE reporting includes the **Agent performance**, **Contact Center Trend**, and **Service Level Performance** report categories/templates. Agent performance reporting provides operational measures for agent handling of customer activities, allowing supervisors and administrators to assess workload and agent-level results. Contact Center Trend reporting presents contact-center activity over time, helping teams identify patterns in incoming and completed customer interactions and evaluate changes in demand. Service Level Performance reporting measures the handling of activities against configured service-level objectives, which is essential for monitoring whether the contact center is meeting its response and service commitments. These report templates are part of the reporting content available for Cisco Enterprise Chat and Email and are intended to be run and viewed through Cisco Unified Intelligence Center in supported ECE deployments. Cisco's ECE documentation library contains the applicable configuration, administration, and reporting guidance for the release in use; see the Cisco Enterprise Chat and Email installation and configuration guides. For the reporting platform context and report-management information, consult the Cisco Unified Intelligence Center maintenance guides.

QUESTION NO: 4

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

Explanation:

Exception Queue is correct. In Cisco Enterprise Chat and Email, the Exception Queue is a system-provided queue used to receive activities that cannot be processed or routed normally. It provides a controlled destination for exceptional conditions so that work items are retained for review and corrective action rather than becoming unavailable. Because this queue supports essential system-level exception handling, Cisco treats it as a protected queue: administrators cannot delete it or make it inactive. Administrators can manage the activities that reach the queue and use it operationally to identify routing, workflow, or configuration issues, but its required availability is preserved by the application. This behavior ensures that activities with processing exceptions continue to have a recoverable, visible handling location. Cisco's Enterprise Chat and Email documentation and product documentation portal describe the administrative model and supported configuration of ECE queues and system features. See the Cisco Enterprise Chat and Email documentation portal and the Cisco Enterprise Chat and Email product page.

QUESTION NO: 5

Which ECE user role is mapped with Unified CCE to manage system configuration and administration?

A. Agent

B. Supervisor

C. Administrator

D. Queue

ANSWER: C

Explanation:

The **Administrator** role is correct. In an integrated ECE and Unified CCE deployment, Administrator user objects are mapped along with Agent and Supervisor user objects. Administrator mapping supports the configuration and administrative responsibilities required to manage the ECE environment.

Agents handle customer activities, while supervisors perform operational oversight functions. A queue is a routing object and is not an ECE user role. See the Cisco Enterprise Chat and Email installation and configuration guides.

QUESTION NO: 6

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 AgentI

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.

ANSWER: C D F

Explanation:

“Email is pulled in by listener instance and written to the database,” “Rules Process executes the start and scheduled workflows,” and “EAAS notifies EAMS of DO_THIS_WITH_TASK” describe the principal stages of the Cisco Contact Center Enterprise email processing workflow. First, an Email Listener instance receives inbound email from the configured mail source and persists the message and associated data in the Email and Chat database. The Rules Process then evaluates the email against the configured workflow rules, including the workflow that begins processing and any applicable scheduled workflows. After workflow processing and task routing have progressed, the Email Agent Assignment Service (EAAS) communicates the assignment action to the Email Agent Messaging Service (EAMS) using the DO_THIS_WITH_TASK notification. This allows EAMS to deliver the assigned email task to the appropriate agent-facing email components. Together, these steps cover ingestion and persistence, rules-based workflow execution, and notification of the email-task assignment. Cisco’s Contact Center Enterprise documentation provides the product configuration and administration materials for these Email and Chat components and their interactions: Cisco Unified Contact Center Enterprise installation and configuration guides and Cisco Unified Contact Center Enterprise product documentation.

QUESTION NO: 7

When does the workflow assignment service publish a message to the application server?

A. when the agent logs out

B. when a new email is assigned to a user

C. when a new task is created

D. when the agent login in

ANSWER: B

Explanation:

The workflow assignment service publishes a message to the application server when a new email is assigned to a user. In Cisco Contact Center Enterprise Email, workflow processing determines the appropriate destination for an incoming email based on configured business rules, queues, skills, and assignment criteria. Once the workflow has selected an individual user as the recipient, the assignment service must notify the application-server component so that the email work item becomes available in the user's agent interface and can be handled as an assigned contact. This event-driven notification is central to keeping the workflow engine's assignment state synchronized with the agent-facing application and ensuring that an assigned email is presented to the intended user without delay. Cisco's Contact Center Enterprise documentation describes the architecture and administration of these email and workflow components, including the assignment of email activities to users. See the Cisco Unified Contact Center Enterprise installation and configuration guides and the Cisco Unified Contact Center Enterprise product documentation.

QUESTION NO: 8

Which two ways are departments configured? (Choose two.)

A. Departments, once created, cannot be deleted from ECE.

B. Each department has 14 types of resources available for use.

C. Departments cannot be created in the ECE console if integrated with PCCE, and they can only be created in PCCE.

D. Departments can be created in the ECE console if integrated with PCCE, and they can be imported from SPOG.

E. Departments can be created in the ECE console if integrated with PCCE, and they can be imported from ECE Gadget.

ANSWER: D E

Explanation:

Departments in a Packaged Contact Center Enterprise deployment that uses Enterprise Chat and Email are configured through the supported integration and synchronization paths between the contact-center administration environment and ECE. "Departments can be created in the ECE console if integrated with PCCE, and they can be imported from SPOG" is correct because Single Pane of Glass provides the PCCE administrative context from which department-related configuration can be made available to ECE through the supported import process. This approach keeps ECE organizational routing configuration aligned with the PCCE deployment.

"Departments can be created in the ECE console if integrated with PCCE, and they can be imported from ECE Gadget" is also correct. The ECE Gadget is an administrative integration point used with PCCE and ECE, enabling department information to be brought into ECE as part of the integrated configuration workflow. These supported methods allow administrators to establish the department structure that ECE uses to organize business functions, associate resources, and support routing configuration. Cisco's product documentation and configuration materials for Enterprise Chat and Email and Packaged CCE provide the applicable deployment-specific administrative procedures: Cisco Email and Chat documentation and Cisco Packaged CCE installation and configuration guides.