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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: D

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: AD

Question: 3

What is the limit of concurrent agents per application server?

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

Answer: D

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: AE

Question: 5

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: 6

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

Answer: D

Question: 7

Which process scans content and applies regular expressions to mask the sensitive information?

- A. Data leak prevention
- B. Data masking
- C. Data filtering
- D. Data scanning

Answer: B

Question: 8

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

Answer: AD

Question: 9

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: AE

Question: 10

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: C

Question: 11

Which mode must be used for Always On Availability Group clustering?

- A. Mixed mode
- B. Directory Connection
- C. Windows Authentication
- D. SQL Authentication

Answer: C

Question: 12

How do chat entry points behave?

- A. Multiple help links on a website can point to the same entry point.
- B. Each help link on a website can point to the same entry point.
- C. Each help link on a website must point to a separate entry point.
- D. Each help link on a website can point to multiple entry points.

Answer: B

Question: 13

Which two items in UCCE need to be installed and available for use before installing Enterprise Chat and Email? (Choose two.)

- A. customer voice portal
- B. social miner
- C. ICM router, logger, admin workstation
- D. call manager
- E. CTI server

Answer: CE

Question: 14

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: 15

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: B

Question: 16

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: AB

Question: 17

Which server on WXM communicates with ECE, and what TCP port is used for the HTTPS connections with cloud connect services?

- A. Application server, 8445
- B. Web server, 8443
- C. Services server, 15097
- D. Database server, 1433

Answer: D

Question: 18

Which two integration tasks are needed to get CUIC to communicate with ECE? (Choose two.)

- A. Create a SQL User with db_datareader rights to the eReportsDB on the ECE Reporting server.
- B. Single-mode authentication must be enabled on the ECE Reporting server.
- C. Create a SQL User with db_user rights to the eGsideDB on the ECE Reporting server.
- D. Mixed mode authentication must be enabled on the ECE Reporting server.
- E. Create a SQL User with db_user rights to the eReportsDB on the ECE Reporting server.
- F. Mixed mode authentication must be enabled on the CUIC publisher.

Answer: BE

Question: 19

Which User objects in Enterprise Chat and Email are mapped in UCCE?

- A. Agent, Supervisor
- B. Agent
- C. Supervisor, Administrator
- D. Agent, Supervisor, Administrator

Answer: D

Question: 20

What are three steps in a chat process flow? (Choose three.)

- A. The agent selects chat in the gadget.
- B. The application server checks Chat EP configuration.
- C. The application server displays the chat to the agent with a notification.
- D. The customer initiates a chat and hits Chat Entry Point (EP).
- E. EAAS notifies EAMS of DO_THIS_WITH_TASK.
- F. EAAS Instances sends NEW_TASK message to MR PIM.

Answer: ABD

Question: 21

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: A

Question: 22

What is the default frequency value of ECE Monitors notification?

- A. 30 seconds
- B. 60 seconds
- C. 120 seconds
- D. 30 minutes
- E. 60 minutes
- F. 90 minutes

Answer: A

Question: 23

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: A

Question: 24

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: C

Question: 25

How is the ECC variable created for chat, inbound and outbound email activities?

- A. User.ece.email id
- B. User.ece task id
- C. User.ece.activity.id
- D. User.ece. .customer.name

Answer: C

Question: 26

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

Answer: B

Question: 27

Which partition level settings are needed to configure email?

- A. Default SMTP server settings, Alarm service delay, Auto response number
- B. Maximum activities to pull at a time, Alarm service delay, Auto response number, Auto response time
- C. Default SMTP server settings, Auto response time, Personalized activity assignment

D. Alarm service delay, Auto response time, Auto response number

Answer: A

Question: 28

What are two required configurations when setting up user accounts and permissions? (Choose two.)

- A. The ECE web server can be installed in DMZ and must use the same domain account.
- B. All the servers except the ECE web server must use the domain account to install the software.
- C. All the servers must use the same domain account to install the software.
- D. Domain account is not mandatory to install the software. The local account with administrator privilege can be used.
- E. The ECE web server can be installed in DMZ and can have a different domain account.

Answer: BD

Question: 29

Which TCP must be opened in the firewall between Services server and Messaging server?

- A. 587
- B. 9001
- C. 15097
- D. 47500

Answer: C

Question: 30

Which four tools should be taken into consideration for Troubleshooting ECE issues? (Choose four.)

- A. Cisco Email and Chat Analyzer
- B. Activity Audit
- C. ECE LiteAgent
- D. Service Process Monitor
- E. Service Instance Monitor
- F. Service Activity Monitor
- G. Router Email and Chat Viewer
- H. ECE Agent toolkit Monitor

Answer: BCFG

Question: 31

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: D

Question: 32

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: 33

Which TCP ports need to be opened in the firewall between the Web Server and Application server?

- A. 993
- B. 2434
- C. 9001
- D. 15097

Answer: A

Question: 34

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: AD

Question: 35

What is the messaging server component for 400 agent deployments?

- A. collocated with other components and with services server
- B. always installed on a dedicated VM
- C. collocated only with services server
- D. collocated with other components

Answer: D

Question: 36

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: D

Question: 37

Which two requirements need to be removed from the domain account properties used for the MSSQL service on the database servers? (Choose two.)

- A. A smart card is required for interactive logon.
- B. Do not require Kerberos pre-authentication.
- C. Use DES encryption types for this account.
- D. Password is not expired.
- E. The account is sensitive and cannot be delegated.

Answer: AD

Question: 38

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: D

Question: 39

Which group must an email match to be transferred to any queue?

- A. Application path
- B. Business hour
- C. Media class
- D. Application instance

Answer: A

Question: 40

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: A

Question: 41

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: B

Question: 42

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
- D. Service Level Performance
- E. Contact Center CCAI
- F. Agent performance

Answer: ACF

Question: 43

What is the character limit for passwords when installing Enterprise Chat and Email applications?

- A. 24
- B. 29
- C. 30
- D. 32

Answer: C

Question: 44

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. SSO for CCE is enabled by default, so no configuration is needed in CCE before agent SSO for ECE works.
- C. SSO 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. SSO for CCE needs to be configured before agent SSO for ECE will work.

Answer: ACF

Question: 45

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: 46

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

Question: 47

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: ABCD

Question: 48

What are three reasons aliases cannot be deleted? (Choose three.)

- A. It is used in an inbound workflow.
- B. It is configured as the default alias.
- C. It is associated with the users.
- D. It is associated with a retriever instance.
- E. It is associated with a queue.
- F. It is associated with the mail server.

Answer: ACF

Question: 49

What must be registered to receive chat messages while registering the application for chat API integration?

- A. Webhooks callback URL
- B. Integrator
- C. Conversation ID
- D. Bearer token

Answer: A

Question: 50

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.

Answer: DEF

Question: 51

How long before incoming activities coming to aliases, for which there are no workflows configured, are moved to the exception queue?

- A. 60 minutes
- B. 120 minutes
- C. 240 minutes
- D. 24 hours

Answer: A

Question: 52

What are two considerations when installing Web Servers? (Choose two.)

- A. The web server can be installed outside the firewall.
- B. Web server components should be installed on a separate VM.
- C. Web server components should always be installed along with the application server.
- D. Web server is not mandatory and is optional.
- E. The web server cannot be separated from its corresponding application servers across a firewall.

Answer: DE

Question: 53

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: AB

Question: 54

Where is the Script selector in CCE mapped in ECE?

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

Answer: B

Question: 55

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: A

Question: 56

What is the minimum required network bandwidth for an agent connecting to the ECE servers at

login?

- A. 184 kilobits/second or higher
- B. 284 kilobits/second or higher
- C. 384 kilobits/second or higher
- D. 424 kilobits/second or higher

Answer: D