



**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. 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 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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