IT 认证电子书

质 量 更 高　　服 务 更 好

Exam : **500-445**

Title : Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)

Version : DEMO

1.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

2.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

3.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

4.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

5.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