



CISCO 500-445 STUDY GUIDE PDF

**Cisco Implementing Contact Center Enterprise Chat and Email
Certification Questions & Answers**

[Details of the Exam-Syllabus-Questions](#)

500-445

[Advanced Unified Contact Center Enterprise Specialization](#)

**55-65 Questions Exam – Variable (750-850 / 1000 Approx.) Cut Score –
Duration of 90 minutes**

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Get an Overview of the 500-445 Certification:

Who should take the [500-445 exam](#)? This is the first question that comes to a candidate's mind when preparing for the Implementing Contact Center Enterprise Chat and Email certification. The 500-445 certification is suitable for candidates who are keen to earn knowledge on the Channel Partner and Other and grab their Advanced Unified Contact Center Enterprise Specialization. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But 500-445 study guide PDF is here to solve the problem. 500-445 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Cisco 500-445 Certification?

There are several reasons why one should grab the 500-445 certification.

- The Implementing Contact Center Enterprise Chat and Email certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Advanced Unified Contact Center Enterprise Specialization](#) is a powerful qualification for a prosperous career.

What Is the Cisco 500-445 Implementing Contact Center Enterprise Chat and Email Certification Exam Structure?

Exam Name	Implementing Cisco Contact Center Enterprise Chat and Email
Exam Number	500-445 CCECE
Exam Price	\$300 USD
Duration	90 minutes
Number of Questions	55-65

Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	Implementing Cisco Contact Center Enterprise Chat and Email (CCECE)
Exam Registration	PEARSON VUE
Sample Questions	Cisco 500-445 Sample Questions
Practice Exam	Advanced Unified Contact Center Enterprise Specialization Practice Test

Enhance Knowledge with 500-445 Sample Questions:

Question: 1

What are two considerations when installing Web Servers?

(Choose two.)

- a) The web server cannot be separated from its corresponding application servers across a firewall.
- b) Web server is not mandatory and is optional.
- c) Web server components should always be installed along with the application server.
- d) Web server components should be installed on a separate VM.
- e) The web server can be installed outside the firewall.

Answer: d, e

Question: 2

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: 3

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

Question: 4

Which LDAP URL allows configuration in the properties pane under SSO configuration?

- a) Ldap://idap_server:3268
- b) Ldap://idap_server:443
- c) Ldap://idap_server:80
- d) Ldap://idap_server:3269

Answer: a

Question: 5

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: 6

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

- a) EECE
- b) UCCE
- c) Service
- d) Partition

Answer: c

Question: 7

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: 8

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: 9

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

- a) Agent, Supervisor, Administrator
- b) Supervisor, Administrator
- c) Agent
- d) Agent, Supervisor

Answer: d

Question: 10

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

- a) 993
- b) 2434
- c) 9001
- d) 15097

Answer: c

What Study Guide Works Best in Acing the Cisco 500-445 Implementing Contact Center Enterprise Chat and Email Certification?

The 500-445 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Implementing Contact Center Enterprise Chat and Email exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the Cisco 500-445 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the Cisco 500-445 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform

well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, 500-445 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven 500-445 Practice Test for Success!!!

Do you want to pass the 500-445 exam on your first attempt? Stop worrying; we, NWExam.com are here to provide you the best experience during your Implementing Cisco Contact Center Enterprise Chat and Email preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [500-445 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.