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**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: C**

**Explanation:**

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/enterprise\\_chat\\_email/enterprise\\_chat\\_email\\_12\\_6\\_1/User/Guide/ece126\\_userguide\\_agent.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/enterprise_chat_email/enterprise_chat_email_12_6_1/User/Guide/ece126_userguide_agent.pdf)

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 E 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: B**