

# Cisco

## 500-445 Exam

### Implementing Cisco Contact Center Enterprise Chat and Email

### Questions & Answers

### Demo

# Version: 4.0

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**Question: 1**

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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

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**Answer: D**

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**Question: 2**

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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.

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**Answer: AD**

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**Question: 3**

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What is the limit of concurrent agents per application server?

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

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**Answer: D**

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**Question: 4**

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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.

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**Answer: AE**

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**Question: 5**

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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

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**Answer: B**

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