Cisco Contact Center Enterprise Chat and Email v1.0 (500-445)

Exam Description: Implementing Cisco Contact Center Enterprise Chat and Email v1.0 (CCECE 500-445) exam is associated with the Advanced Unified Contact Center Enterprise Specialization requirements for Deployment Engineers. This exam tests a candidate's knowledge of deploying and administering Cisco Enterprise Chat and Email (ECE). The course Implementing Cisco Contact Center Enterprise Chat and Email helps candidates to prepare for this exam.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. To better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

40%   1.0   ECE Deployment
1.1 Describe Enterprise Chat and Email Components and Deployment Model
1.2 Explain ECE Installation process
1.3 Define ECE Best Practices
1.4 Prepare PCCE for ECE and Integration

20%   2.0   ECE Administration and Configuration
2.1 Explain ECE Administration Tasks
2.2 Configure ECE
2.3 Explain ECE Queues

10%   3.0   ECE Email Administration
3.1 Explain ECE Email Administration
3.2 Describe Workflows
3.3 Explain CCE Scripting for Email and Storage Management

10%   4.0   ECE Chat Administration
4.1 Configure ECE for Chat
4.2 Describe Chat Entry Points
4.3 Explain Chat Operation and Chat Customization

20%   5.0   ECE Features and Troubleshooting
5.1 Describe ECE Report types
5.2 Explain Agent Single Sign-on for ECE
5.3 Troubleshoot ECE