

Exam Code: 500-444

Exam Name: Cisco Contact Center Enterprise Implementation and Troubleshooting

Website: www.Vdumps.com



Exam A

QUESTION 1

Which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse? (Choose two.)

- A. Domain validation certificate
- B. Digital certificate
- C. Self-signed certificate
- D. Certificate authority certificate
- E. Root certificate

Correct Answer: C, D

Section:

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1151/Admin/guide/CFIN_BK_C0CD262D_00_cisco-finesse-administration-guide-1151/CFIN_BK_C0CD262D_00_cisco-finesseadministration-guide-1151_chapter_01001.pdf

QUESTION 2

What are two specifications for UC on UCS Tested Reference Configuration (TRC)? (Choose two.)

- A. defined as Configuration Based
- B. VMware vSphere is optional
- C. VMware vCenter is required
- D. defined as Rule Based
- E. VMware vSphere is required



Correct Answer: A, E

Section:

QUESTION 3

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

- A. CTI route point
- B. Agent IP phone
- C. Route pattern
- D. Translation pattern

Correct Answer: A

Section:

QUESTION 4

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode when using microapps?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUB

- B. VXML Gateway
- C. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
- E. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: C

Section:

QUESTION 5

What are two components of Cisco VOS? (Choose two.)

- A. Finesse
- B. CCE
- C. CUIC
- D. CVP E. ECE

Correct Answer: A, C

Section:

QUESTION 6

What are the Active and Configured CUIC Users for the 2K deployment model?

- A. 100/600
- B. 200/400
- C. 200/800
- D. 200/1200

Correct Answer: D

Section:

QUESTION 7

What is an enterprise-focused Session Border Controller (SBC) providing voice and video connectivity from the enterprise IP network to service provider SIP trunks?

- A. CUCM
- B. CUBE
- C. CVP
- D. DNIS

Correct Answer: B

Section:

QUESTION 8

Where can the readiness for the CCE deployment be verified?

- A. CCE Web Admin -inventory
- B. CCE Web Admin -> Machines - inventory
- C. CCE Web Admin -> Deployment Settings - Inventory



D. CCE Web Admin -> Infrastructure - Inventory

Correct Answer: C

Section:

QUESTION 9

Which protocol is used between ICM Central Controller and IVR/CUCM PG?

- A. OCTI
- B. Device Management Protocol (DMP)
- C. SIP
- D. ccagent

Correct Answer: C

Section:

QUESTION 10

Which three modes can implement single sign-on in PCCE? (Choose three.)

- A. Non-SSO
- B. SSO
- C. IdS
- D. IdP
- E. SAML
- F. Hybrid

Correct Answer: A, B, F

Section:

Explanation:

SSO - Enable all agents and supervisors in the deployment for SSO.

Hybrid - Enable agents and supervisors selectively in the deployment for SSO. ...

Non-SSO - Continue to use existing Active Directory-based and local authentication, without SSO.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_6_1/maintenance/guide/pcce_b_features-guide-1261/pcce_b_features-guide-1261_chapter_01110.html

QUESTION 11

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

- A. Setup login
- B. Windows login
- C. Local administrator login
- D. Service Account login

Correct Answer: C

Section:

QUESTION 12

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?



- A. voice gateway must be dedicated for VXML browser sessions.
- B. Cisco Unified Border Element must be configured as media pass flow-around mode.
- C. Cisco Unified Border Element must be configured as media pass flow-through mode.
- D. Box-to-box Cisco Unified Border Element must be used for redundancy.

Correct Answer: A

Section:

QUESTION 13

What will the caller hear if Cisco Unified ICM sends back a label of 91919191?

- A. MoH
- B. Ringing
- C. an error message
- D. Audio

Correct Answer: C

Section:

QUESTION 14

Which two claim rules will be added to specify the claims sent from ADFS to Cisco Identity Service as part of a successful SAML assertion in PCCE? (Choose two.)

- A. sAMAccountName - Logon names maintained for backward compatibility
- B. user_principal - For Identifying the authentication realm of the user in the assertion sent to Cisco Identity Service.
- C. E-Mail Address - For the Outgoing claim type
- D. Unspecified - For the Incoming name ID format
- E. uid - For Identifying the authenticated user in the claim sent to the applications

Correct Answer: B, E

Section:

QUESTION 15

What defines the DialPlan on a Cisco Voice Gateway/CUBE?

- A. ATR
- B. voice-class
- C. Voip voice
- D. Dial-Peers

Correct Answer: D

Section:

QUESTION 16

What must be enabled on the CUIC server for CUIC reports to show up in Finesse?

- A. PROXY
- B. Cross Origin Resource Sharing (CORS)

- C. Hazelcast
- D. JSONP

Correct Answer: B

Section:

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_5_1/release/guide/pcce_b_1251_pcce-release-notes/pcce_b_1251_pcce-releasenotes_chapter_010.pdf

QUESTION 17

What are two tasks of a PCCE initialization under Unified CCE PG? (Choose two.) A. Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM.

- A. Creates just VRU PG; VRU PIMs need to be added manually.
- B. Creates the Media Routing PG (MR PG) with three MR PIMs.
- C. Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG.
- D. Downloads JTAPI from the Unified Communications Manager, but manually need to be installed in the Unified CCE PG.

Correct Answer: B, C

Section:

QUESTION 18

What are two types of upgrades available for CCE? (Choose two.)

- A. Common Ground
- B. User Interface
- C. Deviation
- D. Technology Refresh
- E. Standard



Correct Answer: A, C

Section:

QUESTION 19

What are two upgrades for Common Ground? (Choose two.)

- A. updates IP address as appropriate
- B. in-place upgrades exist on VMs
- C. updates Hostname as appropriate
- D. includes migration of windows registry
- E. includes database migration

Correct Answer: A, C

Section:

QUESTION 20

How is a call assigned to a call type in the PCCE system?

- A. when the call terminates, and data is written to the Cisco TCD table

- B. when the call is first post-routed from Cisco Unified Customer Voice Portal
- C. when the call is routed to an agent
- D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: A

Section:

QUESTION 21

Which service is used to provide authorization between the Identity Provider (IdP) and application?

- A. SAML
- B. OAuthv2
- C. Active Directory Federation Services (ADFS)
- D. Identity Service (IdS)

Correct Answer: C

Section:

QUESTION 22

How are remote sites added?

- A. PG Setup
- B. Initialization Wizard
- C. SPOG interface
- D. Websetup

Correct Answer: A

Section:

QUESTION 23

Which sync job runs every 10 minutes to bring back the OUT_OF_SYNC machine to the IN_SYNC state?

- A. OnDemand
- B. Automated differential
- C. Push
- D. Manual differential

Correct Answer: B

Section:

QUESTION 24

What are two considerations for Active Directory (AD)? (Choose two.)

- A. user interface available
- B. Remote Access Control is available for software
- C. Read-Only Domain Controllers (RODC) are supported
- D. global catalogs are required at each AD site



E. supports multi-domain, single AD Forest topology

Correct Answer: D, E

Section:

QUESTION 25

Which signed certificate is less administration in environments with many servers, such as CCE?

- A. Self-signed
- B. Certificate Authority (CA)
- C. 3rd party signed
- D. Security Authority (SA)

Correct Answer: A

Section:

QUESTION 26

Which telephony deployment is between a TDM trunk and a VOIP?

- A. CUCM
- B. CUBE
- C. Voice gateway (VGW)
- D. CUSP

Correct Answer: B

Section:

QUESTION 27

Which mode can be used to display data flow in the Script?

- A. Edit Mode
- B. Monitor Mode
- C. Quick Edit Mode
- D. Browse Mode

Correct Answer: A

Section:

QUESTION 28

What are two considerations for PCCE 2K installation? (Choose two.)

- A. add Router Logger after installing software
- B. add PGs via PG setup after installing the software
- C. run Domain Manager tool, add root, facility, and instance
- D. run Websetup after installing the software
- E. needs ICM/CCE software installed on all ICM/CCE servers



Correct Answer: D, E

Section:

QUESTION 29

Which service must be restarted after modifying the Java Keystore on the CVP servers?

- A. Cisco CVP Call server
- B. Cisco CVP VXML server
- C. Client license service
- D. Cisco CVP WebServicesManager

Correct Answer: D

Section:

QUESTION 30

Which type of machine will run an automated deferred sync job?

- A. Principal AW machine
- B. AW client machine
- C. Secondary AW machine
- D. AW/HDS machine

Correct Answer: B

Section:

QUESTION 31

How are microapps defined and configured using PCCE Web Administration Manager (S.P.O.G)?

- A. Call Settings-> IVR Settings->Network VRU Scripts
- B. Route Settings -> Media Routing Domain
- C. Route Settings -> Sip Server Groups
- D. Desktop Settings -> Resources -> Call Variables Layout

Correct Answer: A

Section:

QUESTION 32

What are two ways to deploy security certificates in CCE? (Choose two.)

- A. Certificate Authority (CA)
- B. 3rd party signed
- C. Security Authority (SA)
- D. Digitally signed E. Self-signed

Correct Answer: A, D

Section:



QUESTION 33

Which powerful tool supports Element Grouping, Time of Day routing, and Call Admission Control?

- A. VGW
- B. CUSP
- C. CUBE
- D. CUCM

Correct Answer: D

Section:

QUESTION 34

Which three statements describe fails in the high availability of Cisco Unified Intelligent Contact Management central controller? (Choose three.) A. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.

- A. If the private LAN fails, the Peripheral Gateways are used to help determine the active call router side of the duplex pair.
- B. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
- C. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- D. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- E. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.

Correct Answer: A, C, D

Section:

QUESTION 35

Which two validations will be completed for the PCCE production deployment model on an ESXi server? (Choose two.)

- A. Linux verification for containers.
- B. The hypervisor provides enough power.
- C. The lab is deployed properly.
- D. Ensure that the correct servers are on the correct sides.
- E. Correct RAM and CPU are being deployed.

Correct Answer: C, E

Section:

QUESTION 36

Which sync is triggered when an administrator performs any create, update, or delete operation on a specific configuration item?

- A. Automated differential
- B. Push
- C. Manual differential
- D. OnDemand

Correct Answer: C

Section:



QUESTION 37

Which three features does Cisco Unified Border Element provide when CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

- A. Silent Monitor inbound voice calls
- B. NAT for address hiding D Demarcation point between networks
- C. Record calls by forking the media using build-in-bridge
- D. Secure communication using flow around mode
- E. Normalize SIP messages using SIP profiles

Correct Answer: A, C, D

Section:

QUESTION 38

Which team is responsible for ensuring that servers designated for use by CCE VMs meet these requirements, including but not limited to Storage System Performance and IOPS (Input/Output Operations Per Second) Requirements?

- A. Design team
- B. Deployment team
- C. Support Team
- D. Sales team

Correct Answer: C

Section:

QUESTION 39

Which two certificates need to be uploaded to VOS servers for CA Signed certificate management? (Choose two.)

- A. CA Certificate:tomcat
- B. CA Signed Certificate from CSR Request:tomcat
- C. 3rd party signed Certificate
- D. CA Certificate:tomcat-trust
- E. CA Signed Certificate from CSR Request:tomcat-trust

Correct Answer: D, E

Section:

QUESTION 40

Where should a trust relationship be established by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G)?

- A. IdS to IdP
- B. IdS to IdP and IdP to IdS
- C. IdP to IdS
- D. IdS to IdP and IdP to Active Directory (AD)

Correct Answer: A

Section:



QUESTION 41

What are two functions of a SIP Proxy Server? (Choose two.)

- A. centralizes dial plans
- B. connects to Call Router
- C. handles box-to-box redundancy
- D. helps to centralize the administration and call control
- E. load balancer for HTTP and SIP

Correct Answer: B, E

Section:

QUESTION 42

What is needed to execute a particular script that is configured using script explore for a specific time?

- A. Dialed Number mapped to a CallType and in turn mapped to a scheduled script
- B. Dialed Number mapped to a CallType
- C. Dialed Number with scheduled script
- D. Agent mapped to Dialed Number and Dialed Number in turn mapped with scheduled script

Correct Answer: D

Section:

QUESTION 43

Which two descriptions apply to UC on UCS Spec Based? (Choose two.)

- A. may be available as a packaged offer such as the Cisco Business Edition 7000 Platform
- B. VMware vCenter is required
- C. defined as Rule Based
- D. defined as Configuration Based
- E. VMware vSphere is optional

Correct Answer: A, C

Section:

QUESTION 44

What are two functions of the Cisco CiscoCertUtil tool? (Choose two.)

- A. is supported on servers running Linux Server
- B. generates certificate signing requests (CSR)
- C. generates self-signed certificates in the PEM format, which is an X509 extension
- D. creates a log file pertaining to the operations that it performs for troubleshooting
- E. validates any certificate

Correct Answer: B, D

Section:



QUESTION 45

What is used to build VXML applications?

- A. Configuration Manager
- B. PCCE Web Administration Manager (S.P.O.G)
- C. Call Studio development platform
- D. Script Editor tool

Correct Answer: D

Section:

QUESTION 46

Where can the SAML Certificate Expiry details be checked in PCCE Web Administration Manager (S.R.O.G)?

- A. Features -> Context Service
- B. Infrastructure Settings -> License Management
- C. Features -> Single Sign-On
- D. Infrastructure Settings -> Device Configurations -> Identity Services

Correct Answer: D

Section:

QUESTION 47

Which tool manages IIS certificates on the CCE servers?

- A. System CLI
- B. Keytool
- C. SSLUtil
- D. OPENSSL

Correct Answer: C

Section:

QUESTION 48

What are two roles of a Certificate Authority (CA) in a trusted third-party CA certificate? (Choose two.)

- A. to provide validation of certificate requests
- B. to issue a CA signed Identity certificates
- C. to provide domain validation certificate
- D. to import the root CA certificate to each component
- E. to generate a new Certificate Signing Request (CSR)

Correct Answer: A, C

Section:

QUESTION 49

What is the URL for the VOS O/S admin page?



- A. Error! Hyperlink reference not valid.
- B. Error! Hyperlink reference not valid.
- C. Error! Hyperlink reference not valid.
- D. Error! Hyperlink reference not valid.

Correct Answer: A

Section:

QUESTION 50

What should be deployed to provide a web-based administrative interface even though Unified CCE provides Configuration Manager as the legacy User Interface for administrators?

- A. WebSetup
- B. Contact Centre Management Portal (CCMP)
- C. LDAP Plugin
- D. Single Pane of Glass (SPOG)

Correct Answer: A

Section:

QUESTION 51

Which three tools are used to download logs for CCE troubleshooting? (Choose three.)

- A. PROCMON
- B. Diagnostic framework portico
- C. OPCTEST
- D. DUMPLOG
- E. Unified System CLI
- F. RTTEST

Correct Answer: B

Section:

QUESTION 52

Which CLI command manages the Java Keystore Certificate in Windows CCE servers?

- A. PROCMON
- B. OPENSSL
- C. System CLI
- D. Keytool

Correct Answer: D

Section:

QUESTION 53

Which keytool command lists certificates in the cacerts file?



- A. keytool -list -showinfo
- B. keytool -list -keystore cacerts
- C. keytool -list cacerts
- D. keytool -list -alias

Correct Answer: B

Section:

QUESTION 54

What are the Active and Configured agent counts for the 2K deployment model?

- A. 2K/4K
- B. 2K / 8K
- C. 2K/10K
- D. 2K/12K

Correct Answer: A

Section:

QUESTION 55

What is important to remember about VMs when deploying Direct Attached Storage (DAS) only systems?

- A. Failure of a physical server brings down only specific VMs allocated to that specific storage and installed on that VMware vSphere Host.
- B. Failure of a physical server doesn't bring down all the VMs that are installed on that VMware vSphere Host.
- C. Failure of a VM brings down all the components that are installed on the VM.
- D. Failure of a VM doesn't bring down all the components that are installed on the VM.

Correct Answer: A

Section:

QUESTION 56

Where are external voice DNs sourced from in a CCE Dial Plan?

- A. VGW
- B. CUCM
- C. CVP
- D. CUBE

Correct Answer: B

Section:

Explanation: