[Apr-2023 Cisco 500-444 Official Cert Guide PDF [Q27-Q51

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Exam 500-444: Cisco Contact Center Enterprise Implementation and Troubleshooting - TopExamCollection

Cisco 500-444 Exam Syllabus Topics:

TopicDetailsTopic 1- Explain Certificate Administration- Describe planning a PCCE DeploymentTopic 2- Describe a PCCE site addition- Describe Single Sign-On- Explain scripting, TroubleshootingTopic 3- Describe the Diagnostic Framework- Describe software preparationTopic 4- Understand deployment from configuration to validation- PCCE implementation ? ConfigurationTopic 5- Explain CUIC- Live Data- Finesse Integration- Understand Integration WizardTopic 6- Explain the personalization of the PCCE Dial Plan- PCCE Implementation InitializationTopic 7- Understand Applied CCE Troubleshooting- Explain the Flows and Process review

NEW QUESTION 27

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

* centralizes dial plans
* connects to Call Router

* handles box-to-box redundancy
* helps to centralize the administration and call control
* load balancer for HTTP and SIP

NEW QUESTION 28

What are two tasks of a PCCE initialization under Unified CCE PG? (Choose two.)
* Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM.
* Creates just VRU PG; VRU PIMs need to be added manually.
* Creates the Media Routing PG (MR PG) with three MR PIMs.
* Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG.
* Downloads JTAPI from the Unified Communications Manager, but manually need to be installed in the Unified CCE PG.

NEW QUESTION 29

What will the caller hear if Cisco Unified ICM sends back a label of 91919191?
* MoH
* Ringing
* an error message
* Audio

NEW QUESTION 30

What are two components of Cisco VOS? (Choose two.)
* Finesse
* CCE
* CUIC
* CVP
* ECE
Cisco VOS (Virtualized Operating System) is a cloud-based platform that enables service providers to deliver real-time voice, video, and data services to their customers. The two core components of Cisco VOS are Cisco CCE (Customer Care Environment) and Cisco CVP (Customer Voice Portal). CCE is a cloud-based contact center solution that provides organizations with the ability to manage customer interactions and deliver personalized experiences. CVP is a cloud-based voice portal that enables organizations to create automated customer service experiences. Finesse, CUIC, and ECE are not components of Cisco VOS.

NEW QUESTION 31

How are microapps defined and configured using PCCE Web Administration Manager (S.P.O.G)?
* Call Settings-> IVR Settings->Network VRU Scripts
* Route Settings -> Media Routing Domain
* Route Settings -> Sip Server Groups
* Desktop Settings -> Resources -> Call Variables Layout
Microapps are defined and configured using the Web Administration Manager (S.P.O.G) in the Route Settings -> Media Routing Domain section. In this section, you can define and configure the microapps that will be used in the CVP environment. You can define the microapps, set the default values, and configure the routing logic for each microapp. Additionally, you can define the audio files and scripts that will be used with the microapps.

References: [1]
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/installation/guide/ccce85install/ccce85install_chapter_0101.html [2]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/ccce85cfg/ccce85cfg_chapter_0602.html

NEW QUESTION 32

Which mode can be used to display data flow in the Script?
* Edit Mode
* Monitor Mode
* Quick Edit Mode
* Browse Mode

Monitor Mode is a feature of the Packaged CCE Script Editor that allows you to view the flow of data through the script. This can be used to troubleshoot any issues with the script and ensure that it is functioning properly. Edit Mode is used to edit the Script, Quick Edit Mode is used to quickly edit basic script elements, and Browse Mode is used to view the data elements available in the Script.

NEW QUESTION 33

Where can the SAML Certificate Expiry details be checked in PCCE Web Administration Manager (S.RO.G)?
* Features -> Context Service
* Infrastructure Settings -> License Management
* Features -> Single Sign-On
* Infrastructure Settings -> Device Configurations -> Identity Services

NEW QUESTION 34

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.)
* Domain validation certificate
* Digital certificate
* Self-signed certificate
* Certificate authority certificate
* Root certificate

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-finesse-administration-guide-1151_chapter_01001.pdf When the HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse, the primary and secondary servers accept only digital certificates that are issued by a certificate authority (CA).

A digital certificate is an electronic document that uses a digital signature to bind a public key with an identity, such as the name of a person or an organization, and the certificate is issued by a trusted third party, such as a certificate authority (CA). The digital certificate confirms the identity of the server and enables secure communication between the client and the server.

A certificate authority (CA) certificate is a type of digital certificate that is issued by a trusted third party, such as a certificate authority (CA), to verify the identity of an entity and establish trust.

References:

https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/finesse/118248-configure-certificates-finesse-00.html

https://www.globalsign.com/en/ssl-information-center/what-is-a-digital-certificate/

NEW QUESTION 35

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

* defined as Configuration Based
* VMware vSphere is optional
* VMware vCenter is required
* defined as Rule Based
* VMware vSphere is required

The UCS Tested Reference Configuration (TRC) is a validated server configuration for running Unified Computing System (UCS) in a data center environment. It is defined as either Configuration Based or Rule Based, depending on the specific use case. Configuration Based defines the server configuration based on specific performance characteristics, while Rule Based defines the server configuration based on specific usage. VMware vCenter is required for either Configuration Based or Rule Based, while VMware vSphere is optional.

NEW QUESTION 36

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

* PROCMON
* Diagnostic framework portico
* OPCTEST
* DUMPLOG
* Unified System CLI
* RTTEST

PROCMON, DUMPLOG, and Unified System CLI are three tools that can be used to download logs for CCE troubleshooting. PROCMON is a Windows-based tool that allows administrators to capture log files and view them in real time. DUMPLOG is a command-line tool that can be used to download log files from CCE nodes. Finally, Unified System CLI is a web-based tool that can be used to access the CCE system and download log files. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting

NEW QUESTION 37

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

* Principal AW machine
* AW client machine
* Secondary AW machine
* AW/HDS machine

An AW/HDS machine is a hybrid of an AW client machine and a Secondary AW machine, and it is used to run automated deferred sync jobs. These jobs are typically used to transfer data between two or more AW machines, and the AW/HDS machine acts as the intermediary, making sure that all of the data is kept up-to-date and in sync.

References: [1]
https://www.oracle.com/webfolder/technetwork/tutorials/obe/fmw/oim/11gR2-PS3/OIM_11gR2_PS3_Installation/OIM_11gR2_PS3_Installation_Step2.html [2] https://docs.oracle.com/cd/E24628_01/doc.121/e28814/config_hds_aw.htm [3]
https://docs.oracle.com/en/middleware/lifecycle/12.2.1.4/core/one-time-processes-deferred-synchronization-jobs.html

NEW QUESTION 38

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)?

* IdS to IdP
* IdS to IdP and IdP to IdS

* IdP to IdS
* IdS to IdP and IdP to Active Directory (AD)

NEW QUESTION 39

What are the Active and Configured CUIC Users for the 2K deployment model?
* 100/600
* 200/400
* 200/800
* 200/1200

NEW QUESTION 40

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode when using microapps?
* CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE. VXML Gateway
* CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
* CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
* CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

NEW QUESTION 41

What must be enabled on the CUIC server for CUIC reports to show up in Finesse?
* PROXY
* Cross Origin Resource Sharing (CORS)
* Hazelcast
* JSONP
Explanation

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_5_1/release/g

NEW QUESTION 42

Which three modes can implement single sign-on in PCCE? (Choose three.)
* Non-SSO
* SSO
* ldS
* ldP
* SAML
* Hybrid
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/maintena

NEW QUESTION 43

What are the Active and Configured CUIC Users for the 2K deployment model?
* 100/600
* 200/400
* 200/800
* 200/1200

The active users are the number of users who are currently logged in and using the system, while the configured users are the maximum number of users that the system is licensed and configured to support. In a 2K deployment model, it means that the system can support up to 800 CUIC users and currently 200 users are actively using it. It’s important to note that these numbers are approximate, as it would depend on the specific deployment and usage scenario.

NEW QUESTION 44

What is needed to execute a particular script that is configured using script explore for a specific time?
* Dialed Number mapped to a CallType and in turn mapped to a scheduled script
* Dialed Number mapped to a CallType
* Dialed Number with scheduled script
* Agent mapped to Dialed Number and Dialed Number in turn mapped with scheduled script

In order to execute a particular script that is configured using script explorer for a specific time, it is necessary to map the dialed number to a call type, and in turn, map the call type to a scheduled script.

The dialed number is the number that a customer dials to reach the contact center. When the call is received, the call type is determined based on the dialed number. The call type is a category that describes the type of call, such as sales, support, or billing.

Once the call type is determined, the appropriate script can be executed. Script explorer allows you to configure different scripts for different call types and schedule them to be executed at specific times.

To ensure the correct script is executed at the right time, the dialed number must be mapped to the appropriate call type, and the call type must be mapped to the scheduled script.

Cisco ICM Script Explorer
(https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-command-reference-guides-list.html) Cisco ICM Call Type
(https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1/ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html)

NEW QUESTION 45

Which signed certificate is less administration in environments with many servers, such as CCE?
* Self-signed
* Certificate Authority (CA)
* 3rd party signed
* Security Authority (SA)

NEW QUESTION 46

Which three statements describe fails in the high availability of Cisco Unified Intelligent Contact Management central controller? (Choose three.)

* 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.
* If the private LAN fails, the Peripheral Gateways are used to help determine the active call router side of the duplex pair.
* If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
* 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.
* There is no impact on call processing during a Cisco Unified ICM Logger failure.
* 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.

A: When ICM Logger side A fails, ICM call router side B can’t send historical information to ICM Logger side A and is limited to ICM Logger side

B: This is because ICM loggers act as a buffer between ICM call routers and the historical data store, and if one side fails, the other side can’t send historical data to it. (Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5/installation /guide/icm_install/icm_high.html) D: 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. This is because ICM call routers communicate with each other over a private LAN using heartbeats. If one ICM call router stops sending heartbeats, the other ICM call router knows that it has failed and takes over the processing of calls. (Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5/installation /guide/icm_install/icm_high.html) F: 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. This is because when a Cisco Unified ICM call router fails, the surviving ICM call router takes over the processing of calls. This can cause calls in progress in Cisco Unified CVP to be disconnected, but new calls will be processed successfully. (Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5/installation /guide/icm_install/icm_high.html) References: [1]

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/design/guide/icm85des/icm85d es_chap_01.html [2] https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-contact-center-enterprise

NEW QUESTION 47

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?
* Setup login
* Windows login
* Local administrator login
* Service Account login

NEW QUESTION 48

Where are external voice DNs sourced from in a CCE Dial Plan?
* VGW
* CUCM
* CVP
* CUBE

NEW QUESTION 49

Which tool manages IIS certificates on the CCE servers?
* System CLI
* Keytool
* SSLUtil

* OPENSSL

This tool is used to create, import, and export certificates for use with IIS. It can also be used to view the certificate request, as well as to modify the certificate’s friendly name and store name. This can be useful for managing IIS certificates on the CCE servers. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/security/8_5_1/csec_b_secure-deployment-guide-85/csec_b_secure-deployment-guide-85_chapter_010.html

NEW QUESTION 50

Which sync is triggered when an administrator performs any create, update, or delete operation on a specific configuration item?
* Automated differential
* Push
* Manual differential
* OnDemand

NEW QUESTION 51

Where can the readiness for the CCE deployment be verified?
* CCE Web Admin -inventory
* CCE Web Admin -> Machines – inventory
* CCE Web Admin -> Deployment Settings – Inventory
* CCE Web Admin -> Infrastructure – Inventory

The readiness for the CCE deployment can be verified by navigating to the CCE Web Admin -> Deployment Settings – Inventory page. This page contains information on the infrastructure that is required for the CCE deployment, including the number of servers, the region, and the type of deployment.

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