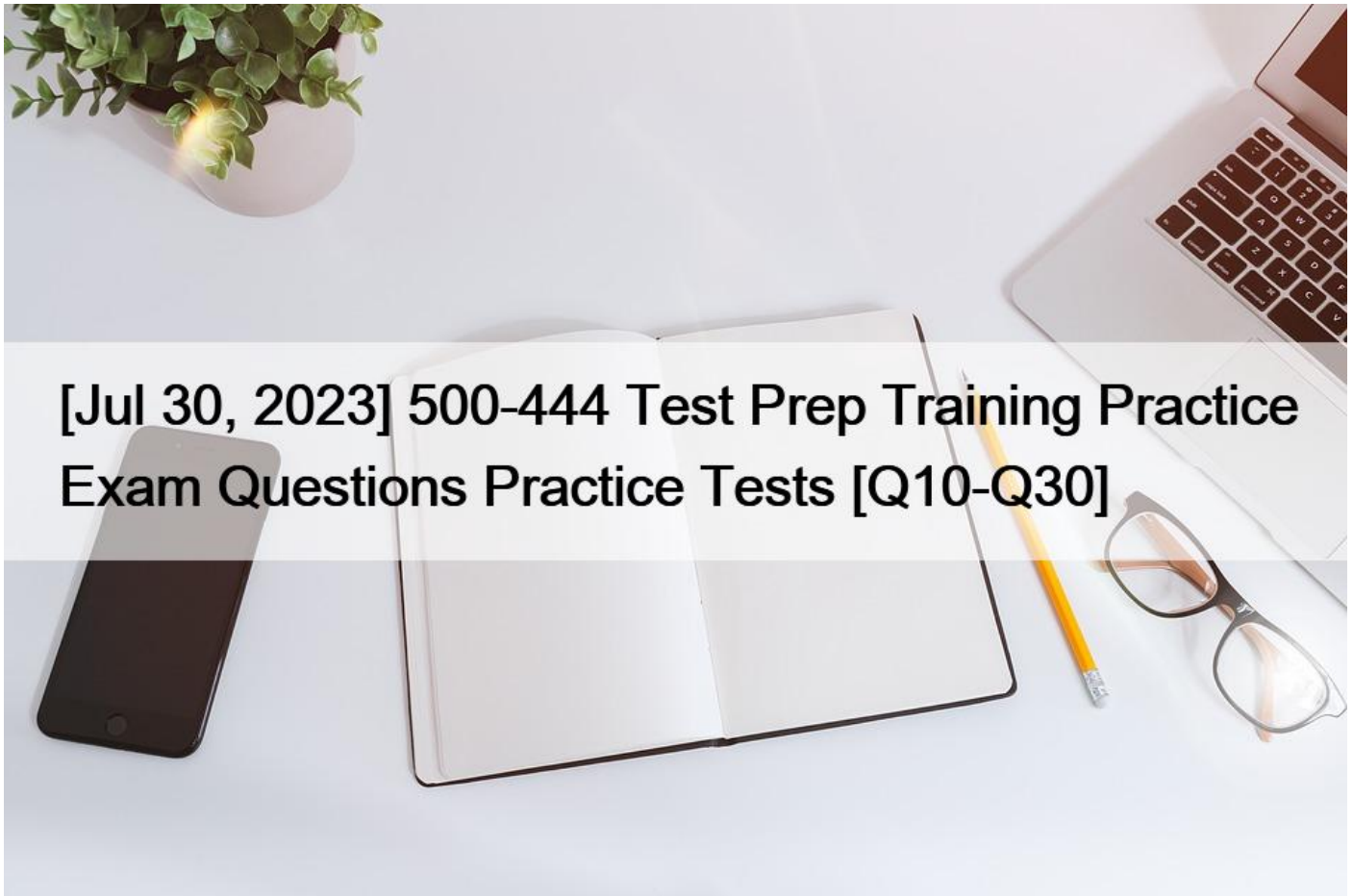


[Jul 30, 2023 500-444 Test Prep Training Practice Exam Questions Practice Tests [Q10-Q30]



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Exam Questions Answers Braindumps 500-444 Exam Dumps PDF Questions

Cisco 500-444 exam covers a broad range of topics related to contact center enterprise implementation and troubleshooting. These include understanding the architecture and components of the Cisco Contact Center Enterprise solution, configuring and troubleshooting the various components, and managing the solution effectively. 500-444 exam also tests the candidate's ability to integrate the contact center solution with other Cisco products and services, such as the Unified Communications Manager.

Q10. What are the Active and Configured agent counts for the 2K deployment model?

- * 2K/4K
- * 2K / 8K
- * 2K/10K
- * 2K/12K

For the 2K deployment model, the Active and Configured agent counts are 2K/4K. This means that there are 2,000 Active agents and 4,000 Configured agents. The Active agents are those agents who are currently logged in and working on the system, while the

Configured agents are those agents who have been set up on the system but are currently not logged in. Reference:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/unified_cca/10_5_1/ccuf_b_unified-cca-105-deployment/ccuf_b_unified-cca-105-deployment_chapter_01001.html

Q11. Which three features does Cisco Unified Border Element provide when CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

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

Cisco Unified Border Element (CUBE) is a network element that provides a number of features for securing and controlling voice, video, and data communications when Cisco Unified Communications Manager (CUCM) and Cisco Unified Customer Voice Portal (CVP) are used.

NAT for address hiding: CUBE provides Network Address Translation (NAT) capabilities that allow you to hide the internal IP addresses of the CVP and CUCM servers from the public Internet. This is useful for security and compliance reasons, as it makes it harder for hackers to identify and attack these servers.

Demarcation point between networks: CUBE acts as a demarcation point between the customer network and the service provider network. This allows for secure and controlled communication between the two networks.

Normalize SIP messages using SIP profiles: CUBE can normalize SIP messages using SIP profiles, which allows it to ensure that incoming SIP messages conform to a specific format and contain the necessary headers and parameters. This can help to improve the reliability and security of SIP-based communications.

Silent Monitor inbound voice calls: CUBE does not provide silent monitor feature, it is a feature of CUCM that allows a supervisor to listen in on an agent's call without the agent or the caller knowing.

Record calls by forking the media using build-in-bridge: CUBE does not provide this feature, it is a feature of CUCM that allows for call recording by forking the media through a built-in bridge.

References:

Cisco Unified Border Element Configuration Guide

(https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cube/12_5/cube_12_5_configuration_guide/cube_12_5_configuration_guide_chapter_01.html)

Q12. How is a call assigned to a call type in the PCCE system?

- * when the call terminates, and data is written to the Cisco TCD table
- * when the call is first post-routed from Cisco Unified Customer Voice Portal
- * when the call is routed to an agent
- * when a call-routing script hits the first Queue to Skill Group node

Q13. 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

Q14. What is needed to execute a particular script that is configured using script explore for a specific time?

- * 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
- * Dialed Number mapped to a CallType and in turn mapped to a scheduled script

Q15. What is used to build VXML applications?

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

Call Studio is the development platform used to build VXML applications. It is a graphical development environment that allows developers to quickly build and deploy voice applications using drag-and-drop components. Call Studio comes with a suite of tools and components that allow developers to create interactive voice applications that can respond to user input and make decisions based on the input. Reference: <https://www.cisco.com/c/en/us/products/unified-communications/call-studio/index.html>

Q16. What are two functions of the Cisco CiscoCertUtil tool? (Choose two.)

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

Q17. What are the Active and Configured agent counts for the 2K deployment model?

- * 2K/4K
- * 2K / 8K
- * 2K/10K
- * 2K/12K

Q18. Which powerful tool supports Element Grouping, Time of Day routing, and Call Admission Control?

- * VGW
- * CUSP
- * CUBE
- * CUCM

The powerful tool that supports Element Grouping, Time of Day routing, and Call Admission Control is CUBE (Cisco Unified Border Element). CUBE is a powerful routing tool that provides intelligent call routing, call admission control, and Quality of Service (QoS) for voice, video, and data traffic. It supports Element Grouping, which allows for multiple paths for the same endpoint to be used for load balancing and redundancy. It also supports Time of Day routing, which allows for the selection of a routing path based on the time of day for a call. Finally, it supports call admission control, which ensures that calls are routed according to the QoS parameters set by the administrator.

References: [1]

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-border-element/datasheet-c78-735741.html> [2]

<https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/cube-book/cube-book.html>

Q19. 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

Explanation

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1151/Admin

Q20. 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.

Q21. Which CLI command manages the Java Keystore Certificate in Windows CCE servers?

- * PROCMON
- * OPENSSL
- * System CLI
- * Keytool

Q22. Which two descriptions apply to UC on UCS Spec Based? (Choose two.)

- * may be available as a packaged offer such as the Cisco Business Edition 7000 Platform
- * VMware vCenter is required
- * defined as Rule Based
- * defined as Configuration Based
- * VMware vSphere is optional

Q23. Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

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

In a Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment, the Cisco Unified Border Element must be configured as media pass flow-through mode. In this mode, the Unified Border Element is configured to route all media traffic directly to the customer voice portal and not through the voice gateway.

Q24. 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

A SIP Proxy Server is a network element that helps to centralize the administration and call control, as well as the management of SIP sessions. It can also be used to centralize dial plans, which are the instructions that are used to route calls. Additionally, a SIP Proxy Server can be used to provide load balancing, which helps to ensure that calls are routed to the most appropriate server.

Reference: <https://www.voip-info.org/sip-proxy-server/>

Q25. Which two descriptions apply to UC on UCS Spec Based? (Choose two.)

- * may be available as a packaged offer such as the Cisco Business Edition 7000 Platform
- * VMware vCenter is required
- * defined as Rule Based
- * defined as Configuration Based
- * VMware vSphere is optional

UC on UCS Spec Based is a simplified way of deploying a Unified Communications (UC) solution using the Cisco Business Edition 7000 (BE7000) platform. It is defined as Configuration Based, meaning that the configuration is predefined and the customer is not required to manually configure the system. Additionally, it may be available as a packaged offer, as is the case with the BE7000 platform. Reference: <https://www.cisco.com/c/en/us/products/unified-communications/uc-on-ucs-spec-based/index.html>

Q26. What are two upgrades for Common Ground? (Choose two.)

- * updates IP address as appropriate
- * in-place upgrades exist on VMs
- * updates Hostname as appropriate
- * includes migration of windows registry
- * includes database migration

Q27. How are remote sites added?

- * PG Setup
- * Initialization Wizard
- * SPOG interface
- * Websetup

Remote sites can be added by using the Initialization Wizard. The Initialization Wizard is a utility that is used to configure the Packaged CCE system, including adding remote sites and configuring the call routing scripts [1]. It is launched by running the pg_setup.exe program and then selecting the Add Remote Sites option. This will initiate a setup wizard that will guide you through the process of adding remote sites.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_11_5_1/maintenance/Guide/PCCE_BK_P5FE2CBD_00_pcce-features-guide-11-5.pdf

1. Cisco Packaged Contact Center Enterprise Features Guide Release …

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_11_5_1/maintenance/Guide/PCCE_BK_P5F

Q28. Which three features does Cisco Unified Border Element provide when CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

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

Q29. What are two types of upgrades available for CCE? (Choose two.)

- * Common Ground
- * User Interface
- * Deviation
- * Technology Refresh
- * Standard

Q30. Which sync job runs every 10 minutes to bring back the OUT_OF_SYNC machine to the IN_SYNC state?

- * OnDemand
- * Automated differential
- * Push
- * Manual differential

Cisco 500-444 exam is suitable for professionals who work with Cisco Contact Center Enterprise solutions, including system engineers, network administrators, and technical support personnel. Cisco Contact Center Enterprise Implementation and Troubleshooting certification demonstrates that the candidate has the knowledge and skills to implement and troubleshoot complex contact center solutions based on Cisco technology. It also shows that the candidate has the ability to maintain and optimize these solutions to ensure their efficiency and reliability. Cisco Contact Center Enterprise Implementation and Troubleshooting certification is highly regarded in the industry and can help professionals advance their careers and increase their earning potential.

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