

DUMPS ARENA

Cisco Contact Center Enterprise Implementation and Troubleshooting

Cisco 500-444

Version Demo

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QUESTION NO: 1

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)

ANSWER: B**Explanation:**

The service used to provide authorization between the Identity Provider (IdP) and application is OAuthv2. OAuthv2 is an open standard for authorization that enables applications to securely access resources from an IdP without having to manage the user credentials. OAuthv2 provides the IdP with the ability to grant limited access to its resources without having to share the user's credentials. Active Directory Federation Services (ADFS) and SAML are also commonly used for authorization, but OAuthv2 is the most widely used protocol for providing authorization between an IdP and an application.

QUESTION NO: 2

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

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

ANSWER: D E**Explanation:**

Two types of upgrades available for CCE are Technology Refresh and Standard. Technology Refresh upgrades replace outdated hardware and software components with the latest versions, while Standard upgrades include features and bug fixes.

QUESTION NO: 3

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

ANSWER: A D

Explanation:

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.

QUESTION NO: 4

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

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

ANSWER: C

Explanation:

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>

QUESTION NO: 5

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.

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

ANSWER: C D

QUESTION NO: 6

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

ANSWER: B

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-release-notes_chapter_010.pdf

QUESTION NO: 7

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

ANSWER: B D

Explanation:

The Cisco CiscoCertUtil tool is a command-line utility that can be used to generate Certificate Signing Requests (CSRs), generate self-signed certificates in the PEM format (which is an X509 extension), validate any certificate, and create a log file pertaining to the operations that it performs for troubleshooting. This can be useful for troubleshooting any issues that may

arise when generating or validating certificates. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/reference/cme_cr21/cme_cr21_3_2_3.html

QUESTION NO: 8

How are remote sites added?

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

ANSWER: B

Explanation:

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.

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

QUESTION NO: 9

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

ANSWER: C

Explanation:

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>

QUESTION NO: 10

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

ANSWER: A D**Explanation:**

These two certificates need to be uploaded to VOS servers for CA Signed certificate management. The CA Certificate is used to verify the authenticity of the server and the CA Signed Certificate from the CSR Request is used to generate the server's private key. The tomcat-trust certificate is used by the server to trust other SSL certificates. Reference: <https://docs.microsoft.com/en-us/azure/virtual-machines/linux/tutorial-certificate-management#upload-the-certificates>