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Vendor:Cisco

Exam Code:500-444

Exam Name:Cisco Contact Center Enterprise
Implementation and Troubleshooting

Version:Demo

QUESTION 1

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

The command `keytool -list -keystore cacerts` can be used to list certificates in the cacerts file. This command will display information about the certificates in the cacerts file, including the certificate's alias, owner, issuer, and validity period.

This command can be used to verify the certificates that are used for authentication and secure communication.

Reference: <https://docs.oracle.com/cd/E19509-01/820-3503/gghji/index.html>

QUESTION 2

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

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

Correct Answer: C

The SAML Certificate Expiry details can be checked in the PCCE Web Administration Manager (S.RO.G) under the Features -> Single Sign-On menu. This menu can be used to view the certificate details, such as the issuer, validity period,

and expiry date. This can be useful for ensuring that the certificate does not expire before its intended use.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/pccx/pccx_11_0_1/pccx_b_pccx-web-admin-manager-guide-110/pccx_b_pccx-web-admin-manager-guide_chapter_011.html

QUESTION 3

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

A Session Border Controller (SBC) is a networking device designed to secure and control voice and video traffic as it enters and leaves an enterprise IP network. An enterprise-focused SBC provides voice and video connectivity from the enterprise IP network to service provider SIP trunks, ensuring that the calls are compliant with service provider requirements. CUBE (Cisco Unified Border Element) is an enterprise-focused SBC from Cisco that provides voice and video connectivity from the enterprise IP network to service provider SIP trunks. CUCM (Cisco Unified Communications Manager), CVP (Customer Voice Portal), and DNIS (Dialed Number Identification Service) are not enterprise-focused SBCs.

QUESTION 4

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

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.

QUESTION 5

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

A CTI route point is a configuration object in Cisco Unified Communications Manager (CUCM) that enables end-to-end reporting and tracking of call transfers. When an agent transfers a call to another ICM Skill Group, it should be transferred to a CTI route point in order to maintain the end-to-end reporting context. Route patterns and translation patterns are used to route calls in CUCM, while an agent IP phone is the physical device used by an agent to access

the ICM Skill Group.

QUESTION 6

How are remote sites added?

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

Correct Answer: B

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/pce_11_5_1/maintenance/Guide/PCCE_BK_P5F

QUESTION 7

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

- A. <https://:8443/cmplatform>
- B. <https://:8443/osadmin>
- C. <https://:8443/vosplatform>
- D. <https://:80/cmplatform>

Correct Answer: B

The URL for the VOS O/S admin page is <https://:8443/osadmin>. This page allows administrators to manage the VOS operating system, including viewing logs, managing users and groups, and managing system settings. It is also possible to access the VOS platform administration page from this page, as well as access the VOS REST API. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_reference/vos_admin_reference_chapter_01001.html

QUESTION 8

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

The sync job that runs every 10 minutes to bring back the OUTOFSYNC machine to the IN_SYNC state is the Automated Differential sync job. This job compares the configuration files on the primary and secondary servers, copies the changes from the primary to the secondary, and then executes the configuration commands to bring the secondary server into the same state as the primary. The Manual Differential sync job is a similar process, but it requires user intervention to manually select the changes that need to be synchronized from the primary to the secondary server. The OnDemand sync job is a one-way process that pushes the configuration from the primary server to the secondary server, and the Push sync job is a one-way process that pushes the configuration from the secondary server to the primary server.

QUESTION 9

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: B

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 10

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

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

Correct Answer: B

External voice DNs are sourced from the Cisco Unified Communications Manager (CUCM) in a CCE Dial Plan. The

CUCM is the primary source of all external voice DNs and is used to define the dial plan rules and to manage the routing of incoming and outgoing calls. The CUCM also stores the external voice DNs, which can then be used in the CCE Dial Plan to route incoming and outgoing calls. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/dial_plan_design/10_6_1/dpdf_b_dial-plan-design-106/dpdf_b_dial-plan-design-106_chapter_01.html

QUESTION 11

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

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

QUESTION 12

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: CE

Two considerations for Active Directory (AD) are that Read-Only Domain Controllers (RODC) are supported and that it supports multi-domain, single AD Forest topology. RODC are used to provide secure access to AD data in remote locations, and the multi-domain, single AD Forest topology allows multiple domains to be managed from a single AD forest. Additionally, global catalogs are required at each AD site to enable efficient searches across the entire AD forest. AD does not provide a user interface, but Remote Access Control is available for software that is used to manage and administer the AD environment.