VCEûp

Exam Code: 500-444

Exam Name: Cisco Contact Center Enterprise Implementation and Troubleshooting

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Question No: 1

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

A. Domain validation certificate

B. Digital certificate

C. Self-signed certificate

D. Certificate authority certificate

E. Root certificate

Answer: CD

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-finesse-administration-guide-1151_chapter_01001.pdf

Question No: 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

Answer: AE

Question No: 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

Answer: A

Question No: 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, CUBE. VXML Gateway

B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway

C. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Answer: C

Question No: 5

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

A. Finesse

B. CCE

C. CUIC

D. CVP

E. ECE

Answer: AC

Question No: 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

Answer: D

Question No: 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

Answer: B

Question No: 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

Answer: C

Question No: 9

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

A. OCTI

B. Device Management Protocol (DMP)

C. SIP

D. ccagent

Answer: C

Question No: 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

Answer: ABF

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 No: 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

Answer: C

Question No: 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.

Answer: A

Question No: 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

Answer: C

Question No: 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

Answer: BE

Question No: 15

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

A. ATR

B. voice-class

C. Voip voice

D. Dial-Peers

Answer: D

Question No: 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

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-releasenotes_chapter_010.pdf

Question No: 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.

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: BC

Question No: 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

Answer: AC

Question No: 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

Answer: AC

Question No: 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

Answer: A

Question No: 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)

Answer: C

Question No: 22

How are remote sites added?

A. PG Setup

B. Initialization Wizard

C. SPOG interface

D. Websetup

Answer: A

Question No: 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

Answer: B

Question No: 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

Answer: DE

Question No: 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)

Answer: A

Question No: 26

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

A. CUCM

B. CUBE

C. Voice gateway (VGW)

D. CUSP

Answer: B

Question No: 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

Answer: A

Question No: 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

Answer: DE

Question No: 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

Answer: D

Question No: 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

Answer: B

Question No: 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

Answer: A

Question No: 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

Answer: AD

Question No: 33

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

A. VGW

B. CUSP

C. CUBE

D. CUCM

Answer: D

Question No: 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.

B. If the private LAN fails, the Peripheral Gateways are used to help determine the active call router side of the duplex pair.

C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.

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.

E. There is no impact on call processing during a Cisco Unified ICM Logger failure.

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.

Answer: ACD

Question No: 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.

Answer: CE

Question No: 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

Answer: C

Question No: 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

Answer: ACD

Question No: 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

Answer: C

Question No: 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

Answer: DE

Question No: 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)

Answer: A

Question No: 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

Answer: BE

Question No: 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

Answer: D

Question No: 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

Answer: AC

Question No: 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

Answer: BD

Question No: 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

Answer: D

Question No: 46

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

Answer: D

Question No: 47

Which tool manages IIS certificates on the CCE servers?

A. System CLI

B. Keytool

C. SSLUtil

D. OPENSSL

Answer: C

Question No: 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)

Answer: AC

Question No: 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.

Answer: A

Question No: 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)

Answer: A

Question No: 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

Answer: B

Question No: 52

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

A. PROCMON

B. OPENSSL

C. System CLI

D. Keytool

Answer: D

Question No: 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

Answer: B

Question No: 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

Answer: A

Question No: 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.

Answer: A

Question No: 56

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

A. VGW

B. CUCM

C. CVP

D. CUBE

Answer: B