



Cisco Contact Center Enterprise Implementation and Troubleshooting (CCEIT)



EXAMKILLER

Help Pass Your Exam At First Try

Cisco

Exam 500-444

Cisco Contact Center Enterprise Implementation and Troubleshooting

Version: 3.1

[Total Questions: 56]

Question No : 1

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: A,E

Explanation: When configuring SAML authentication for PCCE (Cisco Packaged Contact Center Enterprise) with ADFS (Active Directory Federation Services), you will need to specify certain claim rules that determine which attributes of the user's AD account will be sent in the SAML assertion to Cisco Identity Service.

sAMAccountName is a common attribute that contains the logon name for the user, used for backwards compatibility with older systems that may not support newer authentication methods.

uid is an attribute that can be used to uniquely identify the user in the claims sent to the applications. This attribute is used in Cisco Identity Service to match the user to their corresponding PCCE account.

Question No : 2

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

Explanation: 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 No : 3

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: D

Explanation: Single Pane of Glass (SPOG) is a web-based administrative interface that provides administrators with an intuitive and unified view of the entire contact center environment. It is designed to provide administrators with a single interface to manage all aspects of the contact center, including agents, skills, queues, and reports. SPOG provides a more user-friendly interface than the legacy Configuration Manager, making it easier for administrators to manage the contact center environment.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/spog/10_5_1/cce_b_spog-admin-guide-1051.html

Question No : 4

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 : 5

Which tool manages IIS certificates on the CCE servers?

- A. System CLI
- B. Keytool
- C. SSLUtil
- D. OPENSSL

Answer: C

Explanation: 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

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

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: A,D

Explanation: 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>

Question No : 8

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: D

Explanation: 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>

Question No : 9

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: D,E

Explanation: Ensure that the correct servers are on the correct sides ensures that the ESXi server hosting the PCCE production environment is configured according to the documentation and that the correct servers are on the correct sides.

Ensure that the correct RAM and CPU are being deployed ensures that the ESXi server is configured to have the correct amount of RAM and CPU cores for the PCCE production environment.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/design/guide/uccx106des/uccx106des_chapter_01.html [2] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/installation/guide/uccx106ins/ucc

Question No : 10

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

- A. Finesse
- B. CCE
- C. CUIC
- D. CVP
- E. ECE

Answer: B,D

Explanation: 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.

Question No : 11

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: A,D

Explanation: 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/>

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: C

Explanation: 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.

Question No : 13

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 : 14

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

- A. CUCM
- B. CUBE
- C. Voice gateway (VGW)
- D. CUSP

Answer: C

Explanation: The telephony deployment between a TDM trunk and a VOIP is a voice gateway (VGW). A voice gateway is a hardware or software device that acts as a bridge between a TDM trunk and a VOIP network. It allows TDM and VOIP calls to be connected and terminated, and can also provide additional features such as call routing, call forwarding, call waiting, and call recording. CUCM, CUBE, and CUSP are not involved in this type of deployment.

Question No : 15

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: C

Explanation: 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 No : 16

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: B

Explanation: The Deployment team is responsible for ensuring that servers designated for use by CCE VMs meet the requirements for Storage System Performance and IOPS. This includes verifying that the server hardware meets the specified requirements, such as the number of drives, drive size, and RAID configuration. Additionally, the Deployment team must ensure that the server meets the required IOPS, which is determined by the server type, storage system configuration, and workloads.

Question No : 17