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Cisco

500-444

Cisco Contact Center Enterprise Implementation and Troubleshooting (CCEIT)



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Question: 216

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: 217

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: 218

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.)

- A. Domain validation certificate
- B. Digital certificate
- C. Self-signed certificate
- D. Certificate authority certificate
- E. Root certificate

Answer: A,C,D

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: 219

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: A,C,E

Question: 220

Which tool manages IIS certificates on the CCE servers?

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

Answer: C

Question: 221

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: 222

What is used to build VXML applications?

- A. Configuration Manager
- B. PCCE Web Administration Manager (
- C. G)
- D. Call Studio development platform
- E. Script Editor tool

Answer: C

Question: 223

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 V
- D. Failure of a VM doesn't bring down all the components that are installed on the V

Answer: A

Question: 224

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

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

Answer: B

Question: 225

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: 226

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: 227

How are remote sites added?

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

Answer: A

Question: 228

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: 229

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: A,B,F

Explanation:

â SSO - Enable all agents and supervisors in the deployment for SSO.

â Hybrid - Enable agents and supervisors selectively in the deployment for SSO. ...

â 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: 230

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: 231

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. 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
- 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 LA
- 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: A,B,C

Question: 232

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: A,C

Question: 233

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: 234

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: 235

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: A,B,D



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