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Regular Free Updates 500-444 Dumps Real Exam Questions Test Engine Aug 02, 2024 Practice Test Questions Verified Answers As Experienced in the Actual Test! QUESTION 26

Which type of machine will run an automated deferred sync job?

* Principal AW machine
* AW client machine
* Secondary AW machine
* AW/HDS machine

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 27

How is a call assigned to a call type in the PCCE system?
* when the call terminates, and data is written to the Cisco TCD table
* when the call is first post-routed from Cisco Unified Customer Voice Portal
* when the call is routed to an agent
* when a call-routing script hits the first Queue to Skill Group node
Explanation

= A call is assigned to a call type in the PCCE system when a call-routing script hits the first Queue to Skill Group node. This is because the call type is determined by the script that is associated with the dialed number of the call. The script is selected based on the routing client and the dialed number. The first Queue to Skill Group node in the script marks the point where the call type is assigned to the call. The call type is used for reporting and categorizing the call. The other options are not correct because they do not affect the call type assignment. The call type is not changed when the call terminates, when the call is post-routed from CVP, or when the call is routed to an agent. References := Call Types, Contact Data, and Scripting1 Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.0 (1) – Call Types, Contact Data, and Scripting2 Cisco Packaged Contact Center Enterprise Features Guide, Release 12.5 (1) – Call Type3

QUESTION 28

Which telephony deployment is between a TDM trunk and a VOIP?
* CUCM
* CUBE
* Voice gateway (VGW)
* CUSP
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 29

Which signed certificate is less administration in environments with many servers, such as CCE?
* Self-signed
* Certificate Authority (CA)
* 3rd party signed
* Security Authority (SA)
Explanation

Certificate Authority (CA) signed certificates are less administration in environments with many servers, such as CCE, because they are issued by a trusted third-party entity that validates the identity of the certificate owner and provides a chain of trust. CA signed certificates are more secure and reliable than self-signed certificates, which are generated by the same entity whose identity they certify and are not verified by anyone else. Self-signed certificates require manual installation and configuration on each server and client that needs to communicate with them, which can be tedious and error-prone. 3rd party signed certificates are similar to CA signed certificates, but they are issued by a commercial entity that may charge a fee for their services. Security Authority (SA) is not a valid term for a certificate issuer. References: 1, 2, 3

QUESTION 30

What are two upgrades for Common Ground? (Choose two.)

* updates IP address as appropriate
* in-place upgrades exist on VMs
* updates Hostname as appropriate
* includes migration of windows registry
* includes database migration

QUESTION 31

Where are external voice DNs sourced from in a CCE Dial Plan?
* VGW
* CUCM
* CVP
* CUBE

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 32

What are two tasks of a PCCE initialization under Unified CCE PG? (Choose two.)
* Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM.
* Creates just VRU PG; VRU PIMs need to be added manually.
* Creates the Media Routing PG (MR PG) with three MR PIMs.
* Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG.
* Downloads JTAPI from the Unified Communications Manager, but manually need to be installed in the Unified CCE PG.
Explanation

A PCCE initialization under Unified CCE PG performs the following two tasks among others:

Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM. A CUCM PG is a component that communicates with the Cisco Unified Communications Manager (CUCM) to control and monitor agent phones and route calls. A CUCM PIM is a process that runs on the CUCM PG and acts as an interface between the CUCM and the CTI Server. The PCCE initialization creates the CUCM PG with the CUCM PIM and configures the required settings, such as the JTAPI username and password, the CUCM cluster ID, and the PG ID12.

Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG. JTAPI is a Java API that enables computer telephony integration (CTI) applications to interact with the CUCM. The PCCE initialization downloads the JTAPI client from the CUCM publisher and installs it on the Unified CCE PG. This allows the CUCM PIM to use JTAPI to control and monitor agent phones and route calls13.

References:

Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.0 (1) – Initialize the Packaged CCE 2000 Agents Deployment Type1 Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide, Release 12.0 (1) – Configure PCCE Local Authorization2 Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide, Release 12.0 (1) – Configure Cisco Unified Contact Center Enterprise PG

QUESTION 33

What is the URL for the VOS O/S admin page?
* https://<FQDN>:8443/cmplatform
* https://<FQDN>:8443/osadmin
* https://<FQDN>:8443/vosplatform
* https://<FODN>:80/cmplatform

QUESTION 34

Which two descriptions apply to UC on UCS Spec Based? (Choose two.)
* may be available as a packaged offer such as the Cisco Business Edition 7000 Platform
* VMware vCenter is required
* defined as Rule Based
* defined as Configuration Based
* VMware vSphere is optional
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 35

What is an enterprise-focused Session Border Controller (SBC) providing voice and video connectivity from the enterprise IP
network to service provider SIP trunks?
* CUCM
* CUBE
* CVP
* DNIS

QUESTION 36

What defines the DialPlan on a Cisco Voice Gateway/CUBE?
* ATR
* voice-class
* Voip voice
* Dial-Peers

QUESTION 37

Which telephony deployment is between a TDM trunk and a VOIP?
* CUCM
* CUBE
* Voice gateway (VGW)
* CUSP

QUESTION 38

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

* OPENSSL
* System CLI
* Keytool
Explanation

The CLI command that manages the Java Keystore Certificate in Windows CCE servers is keytool. Keytool is a utility that is included in the Java Runtime Environment (JRE) and allows you to create, import, export, list, and delete certificates, keys, and keystores. A keystore is a repository of security certificates that can be used for SSL/TLS communication. The Java Keystore Certificate is the default keystore that is used by the Java applications running on the Windows CCE servers, such as the Web Setup tool, the Diagnostic Framework Portico, and the Unified Intelligence Center12. To use keytool, you need to open a command prompt window and navigate to the JRE bin directory, which is typically located at C:Program FilesJavajre<version>bin. Then, you can use the keytool command with various options and parameters to perform the desired operations on the Java Keystore Certificate34. References: Security Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2)1, Implement CA Signed Certificates in a CCE 12.6 Solution2, SSL Certificate Installation – Java Based Web Servers – DigiCert3, Keytool – Oracle Help Center4.

QUESTION 39

Which keytool command lists certificates in the cacerts file?
* keytool -list -showinfo
* keytool -list -keystore cacerts
* keytool -list cacerts
* keytool -list -alias

QUESTION 40

Which three modes can implement single sign-on in PCCE? (Choose three.)
* Non-SSO
* SSO
* ldS
* ldP
* SAML
* Hybrid
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 41

What are the Active and Configured CUIC Users for the 2K deployment model?
* 100/600
* 200/400
* 200/800
* 200/1200

QUESTION 42

What is important to remember about VMs when deploying Direct Attached Storage (DAS) only systems?
* Failure of a physical server brings down only specific VMs allocated to that specific storage and installed on that VMware vSphere Host.
* Failure of a physical server doesn’t bring down all the VMs that are installed on that VMware vSphere Host.
* Failure of a VM brings down all the components that are installed on the VM.
* Failure of a VM doesn’t bring down all the components that are installed on the VM.
When deploying a Direct Attached Storage (DAS) only system, it is important to remember that failure of a physical server will not bring down all the VMs that are installed on that VMware vSphere Host. Each VM is allocated to a specific storage, so only the VMs that are installed on the failed physical server will be affected. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization_deployment/guide/vdeploy/b_vdeploy_chapter_01001.html

QUESTION 43

Which tool manages IIS certificates on the CCE servers?
* System CLI
* Keytool
* SSLUtil
* OPENSSL
Explanation

SSLUtil is a Cisco-provided utility that helps to configure web servers for use with TLS. It is located in the

<ICMInstallDrive>icmbin folder. It can be invoked in standalone mode or automatically as part of setup. It is used to manage IIS certificates on the CCE servers for web applications such as Unified CCE Administration, WebSetup, and ISE. References:

Security Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(1) – Certificate Management for Secured Connections Security Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2) – Certificate Management for Secured Connections

QUESTION 44

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?
* WebSetup
* Contact Centre Management Portal (CCMP)
* LDAP Plugin
* Single Pane of Glass (SPOG)
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 45

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

* User Interface
* Deviation
* Technology Refresh
* Standard

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 46

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?
* voice gateway must be dedicated for VXML browser sessions.
* Cisco Unified Border Element must be configured as media pass flow-around mode.
* Cisco Unified Border Element must be configured as media pass flow-through mode.
* Box-to-box Cisco Unified Border Element must be used for redundancy.

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 47

Which two certificates need to be uploaded to VOS servers for CA Signed certificate management? (Choose two.)
* CA Certificate:tomcat
* CA Signed Certificate from CSR Request:tomcat
* 3rd party signed Certificate
* CA Certificate:tomcat-trust
* CA Signed Certificate from CSR Request:tomcat-trust
Explanation

To upload CA signed certificates to VOS servers, you need to upload two types of certificates: the CA certificate and the CA signed certificate from CSR request. The CA certificate is the root or intermediate certificate that validates the identity of the CA that issued the signed certificate. The CA signed certificate from CSR request is the certificate that contains the public key and the identity information of the server. You need to upload both types of certificates for each application that requires a certificate, such as tomcat, tomcat-trust, callmanager, etc. Therefore, the correct answer is B and E.

References:

Troubleshooting Cisco Contact Center Enterprise (CCET), page 3-2

Implementing Cisco Contact Center Enterprise (CCEI), page 3-5

Cisco Unified Communications Operating System Administration Guide, page 6-1

Cisco 500-444 exam covers a wide range of topics, including CCE architecture, installation and configuration, call routing and queuing, media resources, and advanced troubleshooting techniques. Candidates must also demonstrate their ability to integrate CCE with other Cisco collaboration technologies, such as Unified Communications Manager and Unity Connection.

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