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Cisco Contact Center Enterprise Implementation and Troubleshooting

Cisco 500-444

Version Demo

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QUESTION NO: 1

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: A

Explanation:

Setup login is correct. In Packaged Contact Center Enterprise, the Setup account is the privileged installation and configuration identity used by the PCCE Deployment Wizard. The wizard uses this account when it connects to the relevant servers and performs the prerequisite configuration needed for a deployment, including enabling required Windows interfaces, database access, and network protocols. Because these actions span components and can require administrative permissions on the deployment servers, the account must be created and prepared with the permissions specified in Cisco's installation guidance before running the wizard.

This use is distinct from an operational service identity: the Setup account supports deployment and configuration workflows performed by the wizard, rather than merely providing a logon context for an individual Windows session. Correctly establishing this account and its access in advance helps the wizard complete its automated server configuration steps consistently. Cisco's PCCE installation documentation and product installation-guide index describe the required deployment preparation and account-related prerequisites: Cisco Packaged Contact Center Enterprise Installation Guides and Cisco Packaged Contact Center Enterprise Support Documentation.

QUESTION NO: 2

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

A. CUCM

B. CUBE

C. Voice gateway (VGW)

D. CUSP

ANSWER: C

Explanation:

Voice gateway (VGW) is correct because it provides the interworking point between traditional time-division multiplexing (TDM) telephony circuits and an IP voice network. A voice gateway commonly terminates TDM interfaces, such as PRI, CAS, or analog trunks, and converts their call signaling and media into the IP-based protocols and RTP media streams used by Cisco Unified Communications deployments. In the opposite direction, it accepts calls from the IP network and presents them to the connected PSTN or PBX through the applicable TDM interface. This function enables calls to traverse between legacy circuit-switched infrastructure and Voice over IP endpoints while maintaining routing, digit manipulation, codec selection, and supplementary call-handling capabilities as required by the dial plan. Cisco describes voice gateways as the components that connect IP telephony systems to PSTN and legacy telephony interfaces. Cisco's collaboration design guidance also identifies gateways as the integration point for PSTN connectivity, including TDM-based services. See the Cisco IOS Voice Configuration Guide and the Cisco Collaboration System Solution Reference Network Design.

QUESTION NO: 3

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: A D

Explanation:

UC on UCS Tested Reference Configuration uses two defined specification models: Configuration Based and Rule Based. “defined as Configuration Based” is correct because this model identifies an explicitly tested and validated combination of UCS hardware, software, and virtualization resources. It provides a fixed reference configuration whose component choices and capacity characteristics have been qualified for the supported Unified Communications workload. “defined as Rule Based” is also correct because this model permits a broader set of UCS configurations, provided that each configuration complies with Cisco’s published hardware, resource, and deployment rules. The rule-based approach therefore gives customers flexibility while retaining the validated design constraints required for Unified Communications applications. Together, these models are Cisco’s documented ways to describe and qualify UC deployments on UCS TRC hardware. Administrators should select the applicable model during design, then ensure that the resulting server, virtual-machine resource allocation, and supported software versions remain within the relevant TRC guidance. Cisco’s UC virtualization documentation describes the supported UCS deployment framework and points to the applicable TRC specifications: Cisco Unified Communications Virtualization. Cisco’s collaboration design resources also provide deployment guidance for validated UC infrastructure: Cisco Collaboration Design Zone.

QUESTION NO: 4

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: B

Explanation:

Route Settings -> Media Routing Domain is the correct location because PCCE Web Administration Manager associates microapp configuration with the Media Routing Domain (MRD) that handles a particular media-routing workload. An MRD provides the logical configuration context for media routing, allowing Unified CCE/PCCE to identify the routing domain and apply the related media-routing and microapp behavior. In the SPOG interface, administrators navigate to Route Settings and then Media Routing Domain to create or edit the relevant domain and define its microapp settings. This is appropriate because microapps are routing-domain resources, rather than IVR network-VRU scripts, SIP server-group definitions, or desktop call-variable layout settings. Cisco’s PCCE documentation describes Web Administration as the centralized browser-based interface for administering solution routing configuration, including media-routing resources. See the Cisco Contact Center Enterprise installation and configuration guides and the Cisco Contact Center Enterprise product documentation page for the applicable release-specific Web Administration guidance.

QUESTION NO: 5

Which two protocols can Cisco Unified Border Element use to secure SIP signaling and RTP media at the network edge? (Choose two.)

A. TLS

B. SRTP

C. TFTP

D. SCCP

E. SNMPv2c

ANSWER: A B

Explanation:

TLS is used to secure SIP signaling between Cisco Unified Border Element and an adjacent SIP endpoint, such as a service provider, Cisco Unified Communications Manager, or another border element. TLS provides encryption and certificate-based authentication for SIP messages.

SRTP is used to secure Real-Time Transport Protocol media. It encrypts voice media and provides integrity protection for the RTP stream. Together, TLS and SRTP provide signaling and media protection for SIP trunk connections when supported and configured on both call legs. Cisco documents these security capabilities in the Cisco Unified Border Element Configuration Guide.

QUESTION NO: 6

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: D E

Explanation:

Cisco Contact Center Enterprise supports both **Technology Refresh** and **Standard** upgrade approaches. A Technology Refresh upgrade is the planned migration path used when the deployment must move to new, supported hardware or a refreshed virtualized infrastructure while also advancing the CCE software release. It is designed to preserve the operational configuration and contact-center data needed to transition the solution to the replacement environment in a controlled manner. A Standard upgrade is the conventional in-place software upgrade process for an existing supported CCE deployment. It is used to move the installed solution to a newer supported release and therefore obtain the platform updates, defect corrections, security updates, and product capabilities delivered in that release. Cisco's CCE installation and upgrade documentation distinguishes these upgrade paths so that an implementation team can select the procedure that matches whether the infrastructure itself is being replaced or the existing environment is being upgraded. See Cisco's Unified Contact Center Enterprise installation and upgrade guides and the Cisco Unified Contact Center Enterprise Installation and Upgrade Guide.

QUESTION NO: 7

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: B

Explanation:

Monitor Mode is the Script Editor operating mode used to observe a routing script while it runs and to display the path and data flow associated with script execution. It is intended for monitoring and troubleshooting rather than modifying the script design. In this mode, an administrator can follow how a contact progresses through script nodes, inspect relevant runtime values, and identify where processing takes a particular branch. This visibility is especially useful when validating call-routing behavior, checking variable values passed between nodes, or isolating an unexpected routing outcome in a deployed Cisco Contact Center Enterprise environment.

Script monitoring requires access to the appropriate live system and is distinct from authoring activities: the purpose is to view execution behavior and data as the routing logic is evaluated. Cisco's Contact Center Enterprise documentation resources include the configuration and administration guides covering Script Editor operation and script monitoring concepts. See the Cisco Unified Contact Center Enterprise configuration guides and the Cisco Unified Contact Center Enterprise product documentation page.