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## Cisco Contact Center Enterprise Implementation and Troubleshooting

Cisco 500-444

Version Demo

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## QUESTION NO: 1

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](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/uccx106ins/uccx106ins/uccx106ins\\_chapter\\_01.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/installation/guide/uccx106ins/uccx106ins/uccx106ins/uccx106ins_chapter_01.html)

## QUESTION NO: 2

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](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: 3

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](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](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: 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](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

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

- A. VGW
- B. CUCM
- C. CVP
- D. CUBE

**ANSWER: B**

**Explanation:**

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](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 NO: 6**

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: 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 a feature of the Packaged CCE Script Editor that allows you to view the flow of data through the script. This can be used to troubleshoot any issues with the script and ensure that it is functioning properly. Edit Mode is used to edit the Script, Quick Edit Mode is used to quickly edit basic script elements, and Browse Mode is used to view the data elements available in the Script.

**QUESTION NO: 8**

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: D**

**Explanation:**

The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

**QUESTION NO: 9**

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: 10

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: A D E

## Explanation:

PROCMON, DUMPLOG, and Unified System CLI are three tools that can be used to download logs for CCE troubleshooting. PROCMON is a Windows-based tool that allows administrators to capture log files and view them in real time. DUMPLOG is a command-line tool that can be used to download log files from CCE nodes. Finally, Unified System CLI is a web-based tool that can be used to access the CCE system and download log files. Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucce/troubleshooting](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting)