



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which signed certificate is less administration in environments with many servers, such as CCE?

- A. Self-signed
- B. Certificate Authority (CA)
- C. 3rd party signed
- D. Security Authority (SA)

Correct Answer: B

The signed certificate that is less administration in environments with many servers, such as CCE, is the Certificate Authority (CA) signed certificate. This type of certificate is signed by a trusted Certificate Authority (CA), which eliminates the need to manually manage each server's certificate. The CA signed certificate is also more secure than a self-signed or third-party signed certificate, as the CA has verified the identity of the certificate's owner and can revoke it if necessary. Security Authority (SA) signed certificates are not commonly used in CCE environments.

QUESTION 2

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

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

Correct Answer: BD

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 3

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode when using microapps?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway



C. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: B

For calls that originate from Cisco Unified Communications Manager (CUCM) to Cisco Unified CVP using Comprehensive mode when using microapps, core components that are required include a CUCM CTI Route Point and SIP Trunk, an ICM CVP Type 2 VRU, Network VRU labels, and a VXML Gateway. CVP Type 10 VRUs are not required for such calls.

QUESTION 4

Which protocol is used between ICM Central Controller and IVR/CUCM PG?

A. OCTI

B. Device Management Protocol (DMP)

C. SIP

D. ccagent

Correct Answer: B

Device Management Protocol (DMP) is a protocol used between ICM Central Controller and IVR/CUCM PGs. It is used to send commands, such as to bring up a voice channel, to the PGs. OCTI, SIP, and ccagent are not protocols used between ICM Central Controller and IVR/CUCM PGs.

QUESTION 5

What are two considerations for PCCE 2K installation? (Choose two.)

A. add Router Logger after installing software

B. add PGs via PG setup after installing the software

C. run Domain Manager tool, add root, facility, and instance

D. run Websetup after installing the software

E. needs ICM/CCE software installed on all ICM/CCE servers

Correct Answer: CE

Two considerations for PCCE 2K installation are to run Domain Manager tool, add root, facility, and instance, and to ensure that ICM/CCE software is installed on all ICM/CCE servers. The Domain Manager tool allows the administrator to define the domain structure for PCCE and add root, facility, and instance objects. Additionally, Websetup should be run after installing the software to configure the ICM/CCE environment. Adding PGs via PG Setup should only be done after installing the software, and it is not necessary to add Router Logger after installation.



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