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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

A. voice gateway must be dedicated for VXML browser sessions.

B. Cisco Unified Border Element must be configured as media pass flow-around mode.

C. Cisco Unified Border Element must be configured as media pass flow-through mode.

D. Box-to-box Cisco Unified Border Element must be used for redundancy.

Correct Answer: C

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 2

Which tool manages IIS certificates on the CCE servers?

A. System CLI

B. Keytool

C. SSLUtil

D. OPENSSL

Correct Answer: C

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/cs ec_b_secure-deployment-guide-85/csec_b_secure-deployment-guide-85_chapter_010.html

QUESTION 3

What are two ways to deploy security certificates in CCE? (Choose two.)

A. Certificate Authority (CA)

B. 3rd party signed

C. Security Authority (SA)

D. Digitally signed

E. Self-signed

Correct Answer: AD

Two ways to deploy security certificates in CCE are Certificate Authority (CA) and Digitally Signed. A Certificate Authority (CA) is an organization that issues digital certificates to authenticate the identity of a user or service. A digitally signed

certificate is one that is digitally signed by the entity that is issuing it, such as the Certificate Authority. This ensures that the certificate is not tampered with or altered in any way.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/ express_8_5/configuration/guide/ccce85cfg/ccce85cfg_chapter_0501.html

[2] https://tools.i etf.org/html/rfc4158

QUESTION 4

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

A. VGW

B. CUCM

C. CVP

D. CUBE

Correct Answer: B

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

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QUESTION 5

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.

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