



# 500-444<sup>Q&As</sup>

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

How are remote sites added?

- A. PG Setup
- B. Initialization Wizard
- C. SPOG interface
- D. Websetup

Correct Answer: B

Remote sites can be added by using the Initialization Wizard. The Initialization Wizard is a utility that is used to configure the Packaged CCE system, including adding remote sites and configuring the call routing scripts [1]. It is launched by running the pg\_setup.exe program and then selecting the Add Remote Sites option. This will initiate a setup wizard that will guide you through the process of adding remote sites.

1. Cisco Packaged Contact Center Enterprise Features Guide Release ...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pce\\_11\\_5\\_1/maintenance/Guide/PCCE\\_BK\\_P5F](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pce_11_5_1/maintenance/Guide/PCCE_BK_P5F)

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**QUESTION 2**

What are the Active and Configured agent counts for the 2K deployment model?

- A. 2K/4K
- B. 2K / 8K
- C. 2K/10K
- D. 2K/12K

Correct Answer: A

For the 2K deployment model, the Active and Configured agent counts are 2K/4K. This means that there are 2,000 Active agents and 4,000 Configured agents. The Active agents are those agents who are currently logged in and working on the system, while the Configured agents are those agents who have been set up on the system but are currently not logged in. Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucce/unified\\_cca/10\\_5\\_1/ccuf\\_b\\_unified-cca-105-deployment/ccuf\\_b\\_unified-cca-105-deployment\\_chapter\\_01001.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/unified_cca/10_5_1/ccuf_b_unified-cca-105-deployment/ccuf_b_unified-cca-105-deployment_chapter_01001.html)

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**QUESTION 3**

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

Correct Answer: BD

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/referenc/cme\\_cr21/cme\\_cr21\\_3\\_2\\_3.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/referenc/cme_cr21/cme_cr21_3_2_3.html)

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#### QUESTION 4

What are two roles of a Certificate Authority (CA) in a trusted third-party CA certificate? (Choose two.)

- A. to provide validation of certificate requests
- B. to issue a CA signed Identity certificates
- C. to provide domain validation certificate
- D. to import the root CA certificate to each component
- E. to generate a new Certificate Signing Request (CSR)

Correct Answer: AB

A. to provide validation of certificate requests: A CA is responsible for verifying the identity of an entity before issuing a certificate. This includes verifying the entity's identity, such as by checking government-issued identification or business

registration documents.

B. to issue a CA-signed Identity certificates: After validating the entity's identity, the CA issues the certificate, which is signed by the CA's private key. This certificate can be used to authenticate the identity of the entity, establish trust and

secure communication.

References:

<https://tools.ietf.org/html/rfc5280>

<https://www.globalsign.com/en/ca-services/what-is-a-ca/>

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#### QUESTION 5

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

- A. CTI route point



- B. Agent IP phone
- C. Route pattern
- D. Translation pattern

Correct Answer: A

A CTI route point is a configuration object in Cisco Unified Communications Manager (CUCM) that enables end-to-end reporting and tracking of call transfers. When an agent transfers a call to another ICM Skill Group, it should be transferred to a CTI route point in order to maintain the end-to-end reporting context. Route patterns and translation patterns are used to route calls in CUCM, while an agent IP phone is the physical device used by an agent to access the ICM Skill Group.

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