



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

Which two claim rules will be added to specify the claims sent from ADFS to Cisco Identity Service as part of a successful SAML assertion in PCCE? (Choose two.)

- A. sAMAccountName -Logon names maintained for backward compatibility
- B. user_principal -For Identifying the authentication realm of the user in the assertion sent to Cisco Identity Service.
- C. E-Mail Address -For the Outgoing claim type
- D. Unspecified -For the Incoming name ID format
- E. uid -For Identifying the authenticated user in the claim sent to the applications

Correct Answer: AE

When configuring SAML authentication for PCCE (Cisco Packaged Contact Center Enterprise) with ADFS (Active Directory Federation Services), you will need to specify certain claim rules that determine which attributes of the user's AD

account will be sent in the SAML assertion to Cisco Identity Service. sAMAccountName is a common attribute that contains the logon name for the user, used for backwards compatibility with older systems that may not support newer authentication methods.

uid is an attribute that can be used to uniquely identify the user in the claims sent to the applications. This attribute is used in Cisco Identity Service to match the user to their corresponding PCCE account.

QUESTION 2

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 3



Which three modes can implement single sign-on in PCCE? (Choose three.)

- A. Non-SSO
- B. SSO
- C. IdS
- D. IdP
- E. SAML
- F. Hybrid

Correct Answer: ABF

SSO -Enable all agents and supervisors in the deployment for SSO. Hybrid -Enable agents and supervisors selectively in the deployment for SSO. ... Non-SSO -Continue to use existing Active Directory-based and local authentication, without SSO. https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pce_12_6_1/maintenance/guide/pcce_b_features-guide-1261/pcce_b_features-guide-1261_chapter_01110.html

QUESTION 4

What will the caller hear if Cisco Unified ICM sends back a label of 91919191?

- A. MoH
- B. Ringing
- C. an error message
- D. Audio

Correct Answer: C

In Cisco's Intelligent Contact Management (ICM) solution, a label is a string of characters or digits that is used to route calls to specific destinations or play specific prompts to the caller. When ICM sends back a label of 91919191, it is an invalid or non-existent label and the caller will hear an error message. This error message could be a pre-recorded message or a system generated message such as "The dialed number is not in service" or "Invalid extension, please try again". It's important to note that MoH (Music on Hold) is a feature that plays music or pre-recorded announcements to callers while they are on hold, Ringing is the sound that a caller hears when the call is being connected and Audio is a general term that refers to the sound or voice that is played to the caller.

QUESTION 5

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

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