



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

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

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

Correct Answer: D

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.

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**QUESTION 2**

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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**QUESTION 3**

Which keytool command lists certificates in the cacerts file?

- A. keytool -list -showinfo
- B. keytool -list -keystore cacerts
- C. keytool -list cacerts
- D. keytool -list -alias



Correct Answer: B

The command `keytool -list -keystore cacerts` can be used to list certificates in the `cacerts` file. This command will display information about the certificates in the `cacerts` file, including the certificate's alias, owner, issuer, and validity period.

This command can be used to verify the certificates that are used for authentication and secure communication.

Reference: <https://docs.oracle.com/cd/E19509-01/820-3503/gghji/index.html>

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#### QUESTION 4

What are two considerations for Active Directory (AD)? (Choose two.)

- A. user interface available
- B. Remote Access Control is available for software
- C. Read-Only Domain Controllers (RODC) are supported
- D. global catalogs are required at each AD site
- E. supports multi-domain, single AD Forest topology

Correct Answer: CE

Two considerations for Active Directory (AD) are that Read-Only Domain Controllers (RODC) are supported and that it supports multi-domain, single AD Forest topology. RODC are used to provide secure access to AD data in remote locations, and the multi-domain, single AD Forest topology allows multiple domains to be managed from a single AD forest. Additionally, global catalogs are required at each AD site to enable efficient searches across the entire AD forest. AD does not provide a user interface, but Remote Access Control is available for software that is used to manage and administer the AD environment.

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#### QUESTION 5

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.



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