



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

Which three tools are used to download logs for CCE troubleshooting? (Choose three.)

- A. PROCMON
- B. Diagnostic framework portico
- C. OPCTEST
- D. DUMPLOG
- E. Unified System CLI
- F. RTTEST

Correct Answer: ADE

PROCMON, DUMPLOG, and Unified System CLI are three tools that can be used to download logs for CCE troubleshooting. PROCMON is a Windows-based tool that allows administrators to capture log files and view them in real time.

DUMPLOG is a command-line tool that can be used to download log files from CCE nodes. Finally, Unified System CLI is a web-based tool that can be used to access the CCE system and download log files.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting

QUESTION 2

What is the URL for the VOS O/S admin page?

- A. <https://:8443/cmplatform>
- B. <https://:8443/osadmin>
- C. <https://:8443/vosplatform>
- D. <https://:80/cmplatform>

Correct Answer: B

The URL for the VOS O/S admin page is <https://:8443/osadmin>. This page allows administrators to manage the VOS operating system, including viewing logs, managing users and groups, and managing system settings. It is also possible to access the VOS platform administration page from this page, as well as access the VOS REST API. Reference: [https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_refere](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_reference/vos_admin_reference_chapter_01001.html)
[nce/vos_admin_reference_chapter_01001.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_reference/vos_admin_reference_chapter_01001.html)

QUESTION 3

What are two functions of a SIP Proxy Server? (Choose two.)



- A. centralizes dial plans
- B. connects to Call Router
- C. handles box-to-box redundancy
- D. helps to centralize the administration and call control
- E. load balancer for HTTP and SIP

Correct Answer: AD

A SIP Proxy Server is a network element that helps to centralize the administration and call control, as well as the management of SIP sessions. It can also be used to centralize dial plans, which are the instructions that are used to route calls.

Additionally, a SIP Proxy Server can be used to provide load balancing, which helps to ensure that calls are routed to the most appropriate server.

Reference: <https://www.voip-info.org/sip-proxy-server/>

QUESTION 4

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.

QUESTION 5

What is needed to execute a particular script that is configured using script explore for a specific time?

- A. Dialed Number mapped to a CallType and in turn mapped to a scheduled script
- B. Dialed Number mapped to a CallType
- C. Dialed Number with scheduled script



D. Agent mapped to Dialed Number and Dialed Number in turn mapped with scheduled script

Correct Answer: A

In order to execute a particular script that is configured using script explorer for a specific time, it is necessary to map the dialed number to a call type, and in turn, map the call type to a scheduled script.

The dialed number is the number that a customer dials to reach the contact center. When the call is received, the call type is determined based on the dialed number. The call type is a category that describes the type of call, such as sales,

support, or billing. Once the call type is determined, the appropriate script can be executed. Script explorer allows you to configure different scripts for different call types and schedule them to be executed at specific times.

To ensure the correct script is executed at the right time, the dialed number must be mapped to the appropriate call type, and the call type must be mapped to the scheduled script.

Cisco ICM Script Explorer (<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-command-reference-guides-list.html>)

Cisco ICM Call Type (https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1/

[ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html))

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