



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

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

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.

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**QUESTION 2**

Which team is responsible for ensuring that servers designated for use by CCE VMs meet these requirements, including but not limited to Storage System Performance and IOPS (Input/Output Operations Per Second) Requirements?

- A. Design team
- B. Deployment team
- C. Support Team
- D. Sales team

Correct Answer: B

The Deployment team is responsible for ensuring that servers designated for use by CCE VMs meet the requirements for Storage System Performance and IOPS. This includes verifying that the server hardware meets the specified requirements, such as the number of drives, drive size, and RAID configuration. Additionally, the Deployment team must ensure that the server meets the required IOPS, which is determined by the server type, storage system configuration, and workloads.

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**QUESTION 3**

Where should a trust relationship be established by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G)?

- A. IdS to IdP
- B. IdS to IdP and IdP to IdS



C. IdP to IdS

D. IdS to IdP and IdP to Active Directory (AD)

Correct Answer: A

A trust relationship should be established between the IdS and IdP by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G). The metadata file contains the public certificates and other relevant information necessary to establish a trust relationship between the two systems. Reference: [https://www.cisco.com/c/en/us/td/docs/security/ise/2-4/admin\\_guide/b\\_ise\\_admin\\_guide\\_24/b\\_ise\\_admin\\_guide\\_24\\_chapter\\_0100.html](https://www.cisco.com/c/en/us/td/docs/security/ise/2-4/admin_guide/b_ise_admin_guide_24/b_ise_admin_guide_24_chapter_0100.html)

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#### QUESTION 4

What defines the DialPlan on a Cisco Voice Gateway/CUBE?

A. ATR

B. voice-class

C. Voip voice

D. Dial-Peers

Correct Answer: D

On a Cisco Voice Gateway or Cisco Unified Border Element (CUBE), the DialPlan is defined by the Dial-Peers. Dial-Peers are used to define the call routing and media flow. They are used to define the route patterns, call forwarding, call routing, call redirection, and Quality of Service (QoS).

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#### QUESTION 5

Which telephony deployment is between a TDM trunk and a VOIP?

A. CUCM

B. CUBE

C. Voice gateway (VGW)

D. CUSP

Correct Answer: C

The telephony deployment between a TDM trunk and a VOIP is a voice gateway (VGW). A voice gateway is a hardware or software device that acts as a bridge between a TDM trunk and a VOIP network. It allows TDM and VOIP calls to be connected and terminated, and can also provide additional features such as call routing, call forwarding, call waiting, and call recording. CUCM, CUBE, and CUSP are not involved in this type of deployment.