



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

Which three features does Cisco Unified Border Element provide when CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

- A. Silent Monitor inbound voice calls
- B. NAT for address hiding D Demarcation point between networks
- C. Record calls by forking the media using build-in-bridge
- D. Secure communication using flow around mode
- E. Normalize SIP messages using SIP profiles

Correct Answer: BDE

Cisco Unified Border Element (CUBE) is a network element that provides a number of features for securing and controlling voice, video, and data communications when Cisco Unified Communications Manager (CUCM) and Cisco Unified Customer Voice Portal (CVP) are used. NAT for address hiding: CUBE provides Network Address Translation (NAT) capabilities that allow you to hide the internal IP addresses of the CVP and CUCM servers from the public Internet. This is useful for security and compliance reasons, as it makes it harder for hackers to identify and attack these servers. Demarcation point between networks: CUBE acts as a demarcation point between the customer network and the service provider network. This allows for secure and controlled communication between the two networks.

Normalize SIP messages using SIP profiles: CUBE can normalize SIP messages using SIP profiles, which allows it to ensure that incoming SIP messages conform to a specific format and contain the necessary headers and parameters.

Silent Monitor inbound voice calls: CUBE does not provide silent monitor feature, it is a feature of CUCM that allows a supervisor to listen in on an agent's call without the agent or the caller knowing. Record calls by forking the media using build-in-bridge: CUBE does not provide this feature, it is a feature of CUCM that allows for call recording by forking the media through a built-in bridge.

References: Cisco Unified Border Element Configuration Guide

(https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cube/12_5/cube_12_5_configuration_guide/cube_12_5_configuration_guide_chapter_01.html)

QUESTION 2

Which type of machine will run an automated deferred sync job?

- A. Principal AW machine
- B. AW client machine
- C. Secondary AW machine
- D. AW/HDS machine

Correct Answer: D

An AW/HDS machine is a hybrid of an AW client machine and a Secondary AW machine, and it is used to run automated deferred sync jobs. These jobs are typically used to transfer data between two or more AW machines, and the AW/HDS



machine acts as the intermediary, making sure that all of the data is kept up-to-date and in sync.

References:

[1] https://www.oracle.com/webfolder/technetwork/tutorials/obe/fmw/oim/11gR2-PS3/OIM_11gR2_PS3_Installation/OIM_11gR2_PS3_Installation_Step2.html

[2] https://docs.oracle.com/cd/E24628_01/doc.121/e28814/config_hds_aw.htm

[3] <https://docs.oracle.com/en/middleware/lifecycle/12.2.1.4/core/one-time-processes-deferred-synchronization-jobs.html>

QUESTION 3

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 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).

QUESTION 5

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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