



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

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

QUESTION 2

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 3

Which tool manages IIS certificates on the CCE servers?

- A. System CLI
- B. Keytool
- C. SSLUtil
- D. OPENSSL

Correct Answer: C



This tool is used to create, import, and export certificates for use with IIS. It can also be used to view the certificate request, as well as to modify the certificate's friendly name and store name. This can be useful for managing IIS certificates on the CCE servers. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/security/8_5_1/csec_b_secure-deployment-guide-85/csec_b_secure-deployment-guide-85_chapter_010.html

QUESTION 4

What are two tasks of a PCCE initialization under Unified CCE PG? (Choose two.)

- A. Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM.
- B. Creates just VRU PG; VRU PIMs need to be added manually.
- C. Creates the Media Routing PG (MR PG) with three MR PIMs.
- D. Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG.
- E. Downloads JTAPI from the Unified Communications Manager, but manually need to be installed in the Unified CCE PG.

Correct Answer: CD

QUESTION 5

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.

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