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**QUESTION 1**

What are the Active and Configured CUIC Users for the 2K deployment model?

- A. 100/600
- B. 200/400
- C. 200/800
- D. 200/1200

Correct Answer: C

The active users are the number of users who are currently logged in and using the system, while the configured users are the maximum number of users that the system is licensed and configured to support. In a 2K deployment model, it means that the system can support up to 800 CUIC users and currently 200 users are actively using it. It's important to note that these numbers are approximate, as it would depend on the specific deployment and usage scenario.

QUESTION 2

What are two specifications for UC on UCS Tested Reference Configuration (TRC)? (Choose two.)

- A. defined as Configuration Based
- B. VMware vSphere is optional
- C. VMware vCenter is required
- D. defined as Rule Based
- E. VMware vSphere is required

Correct Answer: AD

The UCS Tested Reference Configuration (TRC) is a validated server configuration for running Unified Computing System (UCS) in a data center environment. It is defined as either Configuration Based or Rule Based, depending on the specific use case. Configuration Based defines the server configuration based on specific performance characteristics, while Rule Based defines the server configuration based on specific usage. VMware vCenter is required for either Configuration Based or Rule Based, while VMware vSphere is optional.

QUESTION 3

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. This can help to improve the reliability and security of SIP-based communications. 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 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.

QUESTION 5

Which sync job runs every 10 minutes to bring back the OUT_OF_SYNC machine to the IN_SYNC state?

- A. OnDemand
- B. Automated differential



- C. Push
- D. Manual differential

Correct Answer: B

The sync job that runs every 10 minutes to bring back the OUTOFSYNC machine to the IN_SYNC state is the Automated Differential sync job. This job compares the configuration files on the primary and secondary servers, copies the changes from the primary to the secondary, and then executes the configuration commands to bring the secondary server into the same state as the primary. The Manual Differential sync job is a similar process, but it requires user intervention to manually select the changes that need to be synchronized from the primary to the secondary server. The OnDemand sync job is a one-way process that pushes the configuration from the primary server to the secondary server, and the Push sync job is a one-way process that pushes the configuration from the secondary server to the primary server.

QUESTION 6

What is used to build VXML applications?

- A. Configuration Manager
- B. PCCE Web Administration Manager (S.P.O.G)
- C. Call Studio development platform
- D. Script Editor tool

Correct Answer: C

Call Studio is the development platform used to build VXML applications. It is a graphical development environment that allows developers to quickly build and deploy voice applications using drag-and-drop components. Call Studio comes with a suite of tools and components that allow developers to create interactive voice applications that can respond to user input and make decisions based on the input. Reference: <https://www.cisco.com/c/en/us/products/unified-communications/call-studio/index.html>

QUESTION 7

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

QUESTION 8

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.

QUESTION 9

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

- A. CTI route point
- B. Agent IP phone
- C. Route pattern
- D. Translation pattern

Correct Answer: A

A CTI route point is a configuration object in Cisco Unified Communications Manager (CUCM) that enables end-to-end reporting and tracking of call transfers. When an agent transfers a call to another ICM Skill Group, it should be transferred to a CTI route point in order to maintain the end-to-end reporting context. Route patterns and translation patterns are used to route calls in CUCM, while an agent IP phone is the physical device used by an agent to access the ICM Skill Group.

QUESTION 10

Which two validations will be completed for the PCCE production deployment model on an ESXi server? (Choose two.)

- A. Linux verification for containers.
- B. The hypervisor provides enough power.



- C. The lab is deployed properly.
- D. Ensure that the correct servers are on the correct sides.
- E. Correct RAM and CPU are being deployed.

Correct Answer: DE

Ensure that the correct servers are on the correct sides ensures that the ESXi server hosting the PCCE production environment is configured according to the documentation and that the correct servers are on the correct sides. Ensure that

the correct RAM and CPU are being deployed ensures that the ESXi server is configured to have the correct amount of RAM and CPU cores for the PCCE production environment.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/design/guide/uccx106des/uccx106des_chapter_01.html

[2] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/installation/guide/uccx106ins/ucc

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