



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

Cisco Contact Center Enterprise Implementation and Troubleshooting

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### QUESTION 1

What must be enabled on the CUIC server for CUIC reports to show up in Finesse?

- A. PROXY
- B. Cross Origin Resource Sharing (CORS)
- C. Hazelcast
- D. JSONP

Correct Answer: B

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pccce\\_12\\_5\\_1/release/guide/pcce\\_b\\_1251\\_pcce-release-notes/pcce\\_b\\_1251\\_pcce-release-notes\\_chapter\\_010.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pccce_12_5_1/release/guide/pcce_b_1251_pcce-release-notes/pcce_b_1251_pcce-release-notes_chapter_010.pdf)

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### QUESTION 2

Which protocol is used between ICM Central Controller and IVR/CUCM PG?

- A. OCTI
- B. Device Management Protocol (DMP)
- C. SIP
- D. ccagent

Correct Answer: B

Device Management Protocol (DMP) is a protocol used between ICM Central Controller and IVR/CUCM PGs. It is used to send commands, such as to bring up a voice channel, to the PGs. OCTI, SIP, and ccagent are not protocols used between ICM Central Controller and IVR/CUCM PGs.

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### QUESTION 3

What are two types of upgrades available for CCE? (Choose two.)

- A. Common Ground
- B. User Interface
- C. Deviation
- D. Technology Refresh
- E. Standard

Correct Answer: DE



Two types of upgrades available for CCE are Technology Refresh and Standard. Technology Refresh upgrades replace outdated hardware and software components with the latest versions, while Standard upgrades include features and bug fixes.

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#### QUESTION 4

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

- A. voice gateway must be dedicated for VXML browser sessions.
- B. Cisco Unified Border Element must be configured as media pass flow-around mode.
- C. Cisco Unified Border Element must be configured as media pass flow-through mode.
- D. Box-to-box Cisco Unified Border Element must be used for redundancy.

Correct Answer: C

In a Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment, the Cisco Unified Border Element must be configured as media pass flow-through mode. In this mode, the Unified Border Element is configured to route all media traffic directly to the customer voice portal and not through the voice gateway.

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#### QUESTION 5

What are two upgrades for Common Ground? (Choose two.)

- A. updates IP address as appropriate
- B. in-place upgrades exist on VMs
- C. updates Hostname as appropriate
- D. includes migration of windows registry
- E. includes database migration

Correct Answer: CE

Common Ground is a Cisco solution for contact center environments, which enables customers to use multiple channels, such as voice, chat, and email, to interact with agents. Upgrading Common Ground usually involves several steps,

including:

Updating the hostname as appropriate: Depending on the configuration and organization of the system, it may be necessary to update the hostname to ensure that all components are properly identified and connected. Database migration: As

part of the upgrade process, the Common Ground database may need to be migrated to a new version or schema. This is done to ensure that the database is compatible with the new version of Common Ground and that all data is preserved



during the upgrade. Updating IP address: Depending on the network and IP addressing scheme, it may be necessary to update the IP addresses of Common Ground components to ensure that they are properly configured and accessible.

Updating registry: Windows registry may need to be updated as well, to ensure that the correct configurations and settings are in place after the upgrade. In-place upgrades: In-place upgrades are the upgrades that can be done on the same

version of the software without the need to install new version of the software.

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### QUESTION 6

What are two functions of the Cisco CiscoCertUtil tool? (Choose two.)

- A. is supported on servers running Linux Server
- B. generates certificate signing requests (CSR)
- C. generates self-signed certificates in the PEM format, which is an X509 extension
- D. creates a log file pertaining to the operations that it performs for troubleshooting
- E. validates any certificate

Correct Answer: BD

The Cisco CiscoCertUtil tool is a command-line utility that can be used to generate Certificate Signing Requests (CSRs), generate self-signed certificates in the PEM format (which is an X509 extension), validate any certificate, and create a log file pertaining to the operations that it performs for troubleshooting. This can be useful for troubleshooting any issues that may arise when generating or validating certificates. Reference:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucme/command/referenc/cme\\_cr21/cme\\_cr21\\_3\\_2\\_3.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/referenc/cme_cr21/cme_cr21_3_2_3.html)

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### QUESTION 7

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.

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**QUESTION 8**

What should be deployed to provide a web-based administrative interface even though Unified CCE provides Configuration Manager as the legacy User Interface for administrators?

- A. WebSetup
- B. Contact Centre Management Portal (CCMP)
- C. LDAP Plugin
- D. Single Pane of Glass (SPOG)

Correct Answer: D

Single Pane of Glass (SPOG) is a web-based administrative interface that provides administrators with an intuitive and unified view of the entire contact center environment. It is designed to provide administrators with a single interface to manage all aspects of the contact center, including agents, skills, queues, and reports. SPOG provides a more user-friendly interface than the legacy Configuration Manager, making it easier for administrators to manage the contact center environment. Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucce/spog/10\\_5\\_1/cce\\_b\\_spog-admin-guide-1051.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/spog/10_5_1/cce_b_spog-admin-guide-1051.html)

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**QUESTION 9**

Which mode can be used to display data flow in the Script?

- A. Edit Mode
- B. Monitor Mode
- C. Quick Edit Mode
- D. Browse Mode

Correct Answer: B

Monitor Mode is a feature of the Packaged CCE Script Editor that allows you to view the flow of data through the script. This can be used to troubleshoot any issues with the script and ensure that it is functioning properly. Edit Mode is used to edit the Script, Quick Edit Mode is used to quickly edit basic script elements, and Browse Mode is used to view the data elements available in the Script.

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**QUESTION 10**

Which two certificates need to be uploaded to VOS servers for CA Signed certificate management? (Choose two.)

- A. CA Certificate:tomcat
- B. CA Signed Certificate from CSR Request:tomcat
- C. 3rd party signed Certificate



D. CA Certificate:tomcat-trust

E. CA Signed Certificate from CSR Request:tomcat-trust

Correct Answer: AD

These two certificates need to be uploaded to VOS servers for CA Signed certificate management. The CA Certificate is used to verify the authenticity of the server and the CA Signed Certificate from the CSR Request is used to generate the server's private key. The tomcat-trust certificate is used by the server to trust other SSL certificates. Reference: <https://docs.microsoft.com/en-us/azure/virtual-machines/linux/tutorial-certificate-management#upload-the-certificates>

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