

Cisco.500-444.v2024-02-12.q40

Exam Code:	500-444
Exam Name:	Cisco Contact Center Enterprise Implementation and Troubleshooting
Certification Provider:	Cisco
Free Question Number:	40
Version:	v2024-02-12
# of views:	524
# of Questions views:	400
https://www.exam-tests.com/500-444-exam/Cisco.500-444.v2024-02-12.q40.html	

NEW 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

Answer: (SHOW ANSWER)

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.

NEW QUESTION: 2

Which signed certificate is less administration in environments with many servers, such as CCE?

- A. Self-signed
- B. Certificate Authority (CA)
- C. 3rd party signed
- D. Security Authority (SA)

Answer: B (LEAVE A REPLY)

The signed certificate that is less administration in environments with many servers, such as CCE, is the Certificate Authority (CA) signed certificate. This type of certificate is signed by a trusted Certificate Authority (CA), which eliminates the need to manually manage each server's certificate. The CA signed certificate is also more secure than a self-signed or third-party signed certificate, as the CA has verified the identity of the certificate's owner and can revoke it if necessary. Security Authority (SA) signed certificates are not commonly used in CCE environments.

NEW QUESTION: 3

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 4

How is a call assigned to a call type in the PCCE system?

- A. when the call terminates, and data is written to the Cisco TCD table
- B. when the call is first post-routed from Cisco Unified Customer Voice Portal
- C. when the call is routed to an agent
- D. when a call-routing script hits the first Queue to Skill Group node

Answer: ([SHOW ANSWER](#)**)**

The call is assigned to a call type in the PCCE system when the call is first post-routed from Cisco Unified Customer Voice Portal (Unified CVP). The call type is determined by the data in the Cisco TCD table [1]. The call type is then used to guide the call routing scripts and determine how the call is routed to an agent [2].

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_1/design/guide/ucce_b_ucce_soldg-for-unified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html

1. Solution Design Guide for Cisco Unified Contact Center Enterprise ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_1/design/guide/ucce_b_ucce_soldg-for-unified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_11_5_1/maintenance/Guide/PCCE_BK_P5FE2CBD_00_pcce-features-guide-11-5.pdf

2. Cisco Packaged Contact Center Enterprise Features Guide Release ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_11_5_1/maintenance/Guide/PCCE_BK_P5F

NEW 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

Answer: C,E ([LEAVE A REPLY](#))

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.

NEW QUESTION: 6

Which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse? (Choose two.)

- A. Domain validation certificate

- B. Digital certificate
- C. Self-signed certificate
- D. Certificate authority certificate
- E. Root certificate

Answer: B,D (LEAVE A REPLY)

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1151/Admin/guide/CFIN_BK_C0CD262D_00_cisco-finesse-administration-guide-1151/CFIN_BK_C0CD262D_00_cisco-finesse-administration-guide-1151_chapter_01001.pdf When the HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse, the primary and secondary servers accept only digital certificates that are issued by a certificate authority (CA).

A digital certificate is an electronic document that uses a digital signature to bind a public key with an identity, such as the name of a person or an organization, and the certificate is issued by a trusted third party, such as a certificate authority (CA). The digital certificate confirms the identity of the server and enables secure communication between the client and the server.

A certificate authority (CA) certificate is a type of digital certificate that is issued by a trusted third party, such as a certificate authority (CA), to verify the identity of an entity and establish trust.

References:

<https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/finesse/118248-configure-certificates-finesse-00.html>

<https://www.globalsign.com/en/ssl-information-center/what-is-a-digital-certificate/>

NEW QUESTION: 7

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

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

Answer: D,E (LEAVE A REPLY)

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.

NEW QUESTION: 8

Which sync is triggered when an administrator performs any create, update, or delete operation on a specific configuration item?

- A. Automated differential
- B. Push
- C. Manual differential
- D. OnDemand

Answer: B (LEAVE A REPLY)

The sync that is triggered when an administrator performs any create, update, or delete operation on a specific configuration item is Push. Push is a synchronization method that allows administrators to trigger synchronization of changes to a specific configuration item, such as a device or service, and to any related configuration items. Push synchronization is triggered immediately, and can be used to quickly synchronize all changes to a specific configuration item.

References: [1]

https://www.cisco.com/c/en/us/td/docs/net_mgmt/network_automation_and_programmability/one_plus/b_one_plus_getting_started/b_one_plus_getting_started_chapter_01.html [2]

https://www.cisco.com/c/en/us/td/docs/net_mgmt/smart_software_manager/one/2-2/user_guide/b_one_user_guide_22/b_one_user_guide_22_chapter_01.html

NEW QUESTION: 9

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

- A. CUCM
- B. CUBE
- C. Voice gateway (VGW)
- D. CUSP

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 10

What are two ways to deploy security certificates in CCE? (Choose two.)

- A. Digitally signed
- B. 3rd party signed
- C. Security Authority (SA)
- D. Self-signed
- E. Certificate Authority (CA)

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 11

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

Answer: C,E ([LEAVE A REPLY](#))

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.

NEW QUESTION: 12

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

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 13

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 14

What will the caller hear if Cisco Unified ICM sends back a label of 91919191?

- A. an error message
- B. Ringing
- C. MoH
- D. Audio

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 15

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

Answer: A ([LEAVE A REPLY](#))

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.

NEW QUESTION: 16

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. Support Team
- C. Deployment team
- D. Sales team

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

What is the URL for the VOS O/S admin page?

- A. <https://<FQDN>:8443/cmplatform>
- B. <https://<FQDN>:8443/osadmin>
- C. <https://<FQDN>:8443/vosplatform>
- D. <https://<FQDN>:80/cmplatform>

Answer: B ([LEAVE A REPLY](#))

The URL for the VOS O/S admin page is <https://<FQDN>:8443/osadmin>. This page allows administrators to manage the VOS operating system, including viewing logs, managing users and groups, and managing system settings. It is also possible to access the VOS platform administration page from this page, as well as access the VOS REST API.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_reference/vos_admin_reference_chapter_01001.html

NEW QUESTION: 18

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

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

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 19

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

Answer: B ([LEAVE A REPLY](#))

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.

NEW QUESTION: 20

What is needed to execute a particular script that is configured using script explore for a specific time?

- A. Dialed Number mapped to a CallType and in turn mapped to a scheduled script

- B. Dialed Number mapped to a CallType
- C. Dialed Number with scheduled script
- D. Agent mapped to Dialed Number and Dialed Number in turn mapped with scheduled script

Answer: A ([LEAVE A REPLY](#))

In order to execute a particular script that is configured using script explorer for a specific time, it is necessary to map the dialed number to a call type, and in turn, map the call type to a scheduled script.

The dialed number is the number that a customer dials to reach the contact center. When the call is received, the call type is determined based on the dialed number. The call type is a category that describes the type of call, such as sales, support, or billing.

Once the call type is determined, the appropriate script can be executed. Script explorer allows you to configure different scripts for different call types and schedule them to be executed at specific times.

To ensure the correct script is executed at the right time, the dialed number must be mapped to the appropriate call type, and the call type must be mapped to the scheduled script.

Cisco ICM Script Explorer (<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-command-reference-guides-list.html>) Cisco ICM Call Type

(https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1/ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html)

NEW QUESTION: 21

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Where can the SAML Certificate Expiry details be checked in PCCE Web Administration Manager (S.RO.G)?

- A. Features -> Context Service
- B. Infrastructure Settings -> License Management
- C. Features -> Single Sign-On
- D. Infrastructure Settings -> Device Configurations -> Identity Services

Answer: C ([LEAVE A REPLY](#))

The SAML Certificate Expiry details can be checked in the PCCE Web Administration Manager (S.RO.G) under the Features -> Single Sign-On menu. This menu can be used to view the certificate details, such as the issuer, validity period, and expiry date. This can be useful for ensuring that the certificate does not expire before its intended use. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/pccx/pccx_11_0_1/pccx_b_pccx-web-admin-manager-guide-110/pccx_b_pccx-web-admin-manager-guide_chapter_011.html

NEW QUESTION: 23

Which three modes can implement single sign-on in PCCE? (Choose three.)

- A. Non-SSO
- B. SSO

- C. IdS
- D. IdP
- E. SAML
- F. Hybrid

Answer: ([SHOW ANSWER](#))

Explanation

- * SSO - Enable all agents and supervisors in the deployment for SSO.
 - * Hybrid - Enable agents and supervisors selectively in the deployment for SSO. ...
 - * Non-SSO - Continue to use existing Active Directory-based and local authentication, without SSO.
- https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_6_1/maintena

NEW QUESTION: 24

Where are external voice DNs sourced from in a CCE Dial Plan?

- A. VGW
- B. CUCM
- C. CVP
- D. CUBE

Answer: B ([LEAVE A REPLY](#))

External voice DNs are sourced from the Cisco Unified Communications Manager (CUCM) in a CCE Dial Plan. The CUCM is the primary source of all external voice DNs and is used to define the dial plan rules and to manage the routing of incoming and outgoing calls. The CUCM also stores the external voice DNs, which can then be used in the CCE Dial Plan to route incoming and outgoing calls. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/dial_plan_design/10_6_1/dpdf_b_dial-plan-design-106/dpdf_b_dial-plan-design-106_chapter_01.html

NEW QUESTION: 25

Which tool manages IIS certificates on the CCE servers?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

How is a call assigned to a call type in the PCCE system?

- A. when the call terminates, and data is written to the Cisco TCD table
- B. when a call-routing script hits the first Queue to Skill Group node
- C. when the call is routed to an agent
- D. when the call is first post-routed from Cisco Unified Customer Voice Portal

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

Where can the readiness for the CCE deployment be verified?

- A. CCE Web Admin -inventory
- B. CCE Web Admin -> Machines - inventory
- C. CCE Web Admin -> Deployment Settings - Inventory
- D. CCE Web Admin -> Infrastructure - Inventory

Answer: C ([LEAVE A REPLY](#))

The readiness for the CCE deployment can be verified by navigating to the CCE Web Admin -> Deployment Settings - Inventory page. This page contains information on the infrastructure that is required for the CCE deployment, including the number of servers, the region, and the type of deployment.

NEW QUESTION: 28

What are two roles of a Certificate Authority (CA) in a trusted third-party CA certificate? (Choose two.)

- A. to provide validation of certificate requests
- B. to issue a CA signed Identity certificates
- C. to provide domain validation certificate
- D. to import the root CA certificate to each component
- E. to generate a new Certificate Signing Request (CSR)

Answer: A,B ([LEAVE A REPLY](#))

1. to provide validation of certificate requests: A CA is responsible for verifying the identity of an entity before issuing a certificate. This includes verifying the entity's identity, such as by checking government-issued identification or business registration documents.
2. to issue a CA-signed Identity certificates: After validating the entity's identity, the CA issues the certificate, which is signed by the CA's private key. This certificate can be used to authenticate the identity of the entity, establish trust and secure communication.

References:

<https://tools.ietf.org/html/rfc5280>

<https://www.globalsign.com/en/ca-services/what-is-a-ca/>

NEW QUESTION: 29

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

- A. OnDemand
- B. Manual differential
- C. Push
- D. Automated differential

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 30

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

- A. Dial-Peers
- B. ATR
- C. voice-class
- D. Voip voice

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

- A. Local administrator login
- B. Windows login
- C. Service Account login
- D. Setup login

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 32

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.

Answer: C ([LEAVE A REPLY](#))

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.

NEW QUESTION: 33

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 34

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

Answer: B,D,E ([LEAVE A REPLY](#))

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)

NEW QUESTION: 35

Which two claim rules will be added to specify the claims sent from ADFS to Cisco Identity Service as part of a successful SAML assertion in PCCE? (Choose two.)

- A. sAMAccountName - Logon names maintained for backward compatibility
- B. user_principal - For Identifying the authentication realm of the user in the assertion sent to Cisco Identity Service.
- C. E-Mail Address - For the Outgoing claim type
- D. Unspecified - For the Incoming name ID format
- E. uid - For Identifying the authenticated user in the claim sent to the applications

Answer: A,E (LEAVE A REPLY)

When configuring SAML authentication for PCCE (Cisco Packaged Contact Center Enterprise) with ADFS (Active Directory Federation Services), you will need to specify certain claim rules that determine which attributes of the user's AD account will be sent in the SAML assertion to Cisco Identity Service.

sAMAccountName is a common attribute that contains the logon name for the user, used for backwards compatibility with older systems that may not support newer authentication methods.

uid is an attribute that can be used to uniquely identify the user in the claims sent to the applications. This attribute is used in Cisco Identity Service to match the user to their corresponding PCCE account.

NEW QUESTION: 36

Which keytool command lists certificates in the cacerts file?

- A. keytool -list -showinfo
- B. keytool -list -keystore cacerts
- C. keytool -list cacerts
- D. keytool -list -alias

Answer: B (LEAVE A REPLY)

The command keytool -list -keystore cacerts can be used to list certificates in the cacerts file. This command will display information about the certificates in the cacerts file, including the certificate's alias, owner, issuer, and validity period. This command can be used to verify the certificates that are used for authentication and secure communication. Reference:

<https://docs.oracle.com/cd/E19509-01/820-3503/gghji/index.html>

NEW QUESTION: 37

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

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

Answer: C,E ([LEAVE A REPLY](#))

NEW QUESTION: 38

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

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

Answer: B ([LEAVE A REPLY](#))

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.

NEW QUESTION: 39

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

- A. Setup login
- B. Windows login
- C. Local administrator login
- D. Service Account login

Answer: D ([LEAVE A REPLY](#))

The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

NEW QUESTION: 40

How are microapps defined and configured using PCCE Web Administration Manager (S.P.O.G)?

- A. Call Settings-> IVR Settings->Network VRU Scripts
- B. Route Settings -> Media Routing Domain
- C. Route Settings -> Sip Server Groups
- D. Desktop Settings -> Resources -> Call Variables Layout

Answer: B ([LEAVE A REPLY](#))

Microapps are defined and configured using the Web Administration Manager (S.P.O.G) in the Route Settings -> Media Routing Domain section. In this section, you can define and configure the microapps that will be used in the CVP environment. You can define the microapps, set the default values, and configure the routing logic for each microapp. Additionally, you can define the audio files and scripts that will be used with the microapps.

References: [1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/installation/guide/ccce85install/ccce85install_chapter_0101.html
[2] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/ccce85cfg/ccce85cfg_chapter_0602.html

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