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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

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

Correct Answer: B

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://ww w.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

QUESTION 2

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 3

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

Correct Answer: BD

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- finesseadministration-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/

QUESTION 4

Which service is used to provide authorization between the Identity Provider (IdP) and application?

A. SAML

B. OAuthv2

C. Active Directory Federation Services (ADFS)

D. Identity Service (IdS)

Correct Answer: B

The service used to provide authorization between the Identity Provider (IdP) and application is OAuthv2. OAuthv2 is an open standard for authorization that enables applications to securely access resources from an IdP without having to manage the user credentials. OAuthv2 provides the IdP with the ability to grant limited access to its resources without having to share the user\'s credentials. Active Directory Federation Services (ADFS) and SAML are also commonly used for authorization, but OAuthv2 is the most widely used protocol for providing authorization between an IdP and an application.

QUESTION 5

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/cs ec_b_secure-deployment-guide-85/csec_b_secure-deployment-guide-85_chapter_010.html

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