



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

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

Correct Answer: B

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>

QUESTION 2

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.

QUESTION 3

Which powerful tool supports Element Grouping, Time of Day routing, and Call Admission Control?

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



Correct Answer: C

The powerful tool that supports Element Grouping, Time of Day routing, and Call Admission Control is CUBE (Cisco Unified Border Element). CUBE is a powerful routing tool that provides intelligent call routing, call admission control, and

Quality of Service (QoS) for voice, video, and data traffic. It supports Element Grouping, which allows for multiple paths for the same endpoint to be used for load balancing and redundancy. It also supports Time of Day routing, which allows

for the selection of a routing path based on the time of day for a call. Finally, it supports call admission control, which ensures that calls are routed according to the QoS parameters set by the administrator.

References:

[1] <https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-border-element/datasheet-c78-735741.html>

[2] <https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/cube-book/cube-book.html>

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

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

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