500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

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)

Correct Answer: AB

A. 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.

B. 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/

QUESTION 2

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

Correct Answer: C

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.

QUESTION 3

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 4

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

A. ATR

B. voice-class

C. Voip voice

D. Dial-Peers

Correct Answer: D

On a Cisco Voice Gateway or Cisco Unified Border Element (CUBE), the DialPlan is defined by the Dial-Peers. Dial-Peers are used to define the call routing and media flow. They are used to define the route patterns, call forwarding, call routing, call redirection, and Quality of Service (QoS).

QUESTION 5

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

A. https://:8443/cmplatform

B. https://:8443/osadmin

C. https://:8443/vosplatform

D. https://:80/cmplatform

Correct Answer: B

The URL for the VOS O/S admin page is https://: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_refere nce/vos_admin_reference_chapter_01001.html

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