



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

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

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

Correct Answer: AD

Two ways to deploy security certificates in CCE are Certificate Authority (CA) and Digitally Signed. A Certificate Authority (CA) is an organization that issues digital certificates to authenticate the identity of a user or service. A digitally signed

certificate is one that is digitally signed by the entity that is issuing it, such as the Certificate Authority. This ensures that the certificate is not tampered with or altered in any way.

References:

[1] 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_0501.html

[2] <https://tools.ietf.org/html/rfc4158>

QUESTION 2

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 3

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

Correct Answer: C

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.

QUESTION 4

What is important to remember about VMs when deploying Direct Attached Storage (DAS) only systems?

- A. Failure of a physical server brings down only specific VMs allocated to that specific storage and installed on that VMware vSphere Host.
- B. Failure of a physical server doesn't bring down all the VMs that are installed on that VMware vSphere Host.
- C. Failure of a VM brings down all the components that are installed on the VM.
- D. Failure of a VM doesn't bring down all the components that are installed on the VM.

Correct Answer: B

When deploying a Direct Attached Storage (DAS) only system, it is important to remember that failure of a physical server will not bring down all the VMs that are installed on that VMware vSphere Host. Each VM is allocated to a specific storage, so only the VMs that are installed on the failed physical server will be affected. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization_deployment/guide/vdeploy/b_vdeploy_chapter_01001.html

QUESTION 5

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

Correct Answer: B



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.

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