



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What is an enterprise-focused Session Border Controller (SBC) providing voice and video connectivity from the enterprise IP network to service provider SIP trunks?

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

Correct Answer: B

A Session Border Controller (SBC) is a networking device designed to secure and control voice and video traffic as it enters and leaves an enterprise IP network. An enterprise-focused SBC provides voice and video connectivity from the enterprise IP network to service provider SIP trunks, ensuring that the calls are compliant with service provider requirements. CUBE (Cisco Unified Border Element) is an enterprise-focused SBC from Cisco that provides voice and video connectivity from the enterprise IP network to service provider SIP trunks. CUCM (Cisco Unified Communications Manager), CVP (Customer Voice Portal), and DNIS (Dialed Number Identification Service) are not enterprise-focused SBCs.

QUESTION 2

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 3

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

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

Correct Answer: DE

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 Technology Refresh upgrades replace outdated hardware and software components with the latest versions, while Standard upgrades include features and bug fixes.

QUESTION 4

Which two descriptions apply to UC on UCS Spec Based? (Choose two.)

- A. may be available as a packaged offer such as the Cisco Business Edition 7000 Platform
- B. VMware vCenter is required
- C. defined as Rule Based
- D. defined as Configuration Based
- E. VMware vSphere is optional

Correct Answer: AD

UC on UCS Spec Based is a simplified way of deploying a Unified Communications (UC) solution using the Cisco Business Edition 7000 (BE7000) platform. It is defined as Configuration Based, meaning that the configuration is predefined and the customer is not required to manually configure the system. Additionally, it may be available as a packaged offer, as is the case with the BE7000 platform. Reference: <https://www.cisco.com/c/en/us/products/unified-communications/uc-on-ucs-spec-based/index.html>

QUESTION 5

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.

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