



# 500-444<sup>Q&As</sup>

Cisco Contact Center Enterprise Implementation and Troubleshooting

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### QUESTION 1

What are two considerations for PCCE 2K installation? (Choose two.)

- A. add Router Logger after installing software
- B. add PGs via PG setup after installing the software
- C. run Domain Manager tool, add root, facility, and instance
- D. run Websetup after installing the software
- E. needs ICM/CCE software installed on all ICM/CCE servers

Correct Answer: CE

Two considerations for PCCE 2K installation are to run Domain Manager tool, add root, facility, and instance, and to ensure that ICM/CCE software is installed on all ICM/CCE servers. The Domain Manager tool allows the administrator to define the domain structure for PCCE and add root, facility, and instance objects. Additionally, Websetup should be run after installing the software to configure the ICM/CCE environment. Adding PGs via PG Setup should only be done after installing the software, and it is not necessary to add Router Logger after installation.

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### QUESTION 2

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>

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### QUESTION 3

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/csec\\_b\\_secure-deployment-guide-85/csec\\_b\\_secure-deployment-guide-85\\_chapter\\_010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/security/8_5_1/csec_b_secure-deployment-guide-85/csec_b_secure-deployment-guide-85_chapter_010.html)

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#### QUESTION 4

How is a call assigned to a call type in the PCCE system?

A. when the call terminates, and data is written to the Cisco TCD table

B. when the call is first post-routed from Cisco Unified Customer Voice Portal

C. when the call is routed to an agent

D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B

The call is assigned to a call type in the PCCE system when the call is first post-routed from Cisco Unified Customer Voice Portal (Unified CVP). The call type is determined by the data in the Cisco TCD table [1]. The call type is then used to guide the call routing scripts and determine how the call is routed to an agent [2].

1.

Solution Design Guide for Cisco Unified Contact Center Enterprise ...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/icm\\_enterprise\\_12\\_6\\_1/design/guide/ucce\\_b\\_ucce\\_soldg-forunified-cce-1261/rcct\\_b\\_ucce\\_soldg-for-unified-cce-1261\\_chapter\\_011.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_1/design/guide/ucce_b_ucce_soldg-forunified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html)

2.

Cisco Packaged Contact Center Enterprise Features Guide Release ...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pccce\\_11\\_5\\_1/maintenance/Guide/PCCE\\_BK\\_P5F](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pccce_11_5_1/maintenance/Guide/PCCE_BK_P5F)

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#### QUESTION 5

How are remote sites added?

A. PG Setup

B. Initialization Wizard

C. SPOG interface

D. Websetup



Correct Answer: B

Remote sites can be added by using the Initialization Wizard. The Initialization Wizard is a utility that is used to configure the Packaged CCE system, including adding remote sites and configuring the call routing scripts [1]. It is launched by running the pg\_setup.exe program and then selecting the Add Remote Sites option. This will initiate a setup wizard that will guide you through the process of adding remote sites.

1. Cisco Packaged Contact Center Enterprise Features Guide Release ...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pccce\\_11\\_5\\_1/maintenance/Guide/PCCE\\_BK\\_P5F](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pccce_11_5_1/maintenance/Guide/PCCE_BK_P5F)

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