500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which telephony deployment is between a TDM trunk and a VOIP?

A. CUCM

B. CUBE

C. Voice gateway (VGW)

D. CUSP

Correct Answer: C

The telephony deployment between a TDM trunk and a VOIP is a voice gateway (VGW). A voice gateway is a hardware or software device that acts as a bridge between a TDM trunk and a VOIP network. It allows TDM and VOIP calls to be connected and terminated, and can also provide additional features such as call routing, call forwarding, call waiting, and call recording. CUCM, CUBE, and CUSP are not involved in this type of deployment.

QUESTION 2

What are two functions of the Cisco CiscoCertUtil tool? (Choose two.)

A. is supported on servers running Linux Server

B. generates certificate signing requests (CSR)

C. generates self-signed certificates in the PEM format, which is an X509 extension

D. creates a log file pertaining to the operations that it performs for troubleshooting

E. validates any certificate

Correct Answer: BD

The Cisco CiscoCertUtil tool is a command-line utility that can be used to generate Certificate Signing Requests (CSRs), generate self-signed certificates in the PEM format (which is an X509 extension), validate any certificate, and create a log file pertaining to the operations that it performs for troubleshooting. This can be useful for troubleshooting any issues that may arise when generating or validating certificates. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/refere nce/cme_cr21/cme_cr21_3_2_3.html

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

Which three tools are used to download logs for CCE troubleshooting? (Choose three.)

A. PROCMON

B. Diagnostic framework portico

C. OPCTEST

D. DUMPLOG

E. Unified System CLI

F. RTTEST

Correct Answer: ADE

PROCMON, DUMPLOG, and Unified System CLI are three tools that can be used to download logs for CCE troubleshooting. PROCMON is a Windows-based tool that allows administrators to capture log files and view them in real time.

DUMPLOG is a command-line tool that can be used to download log files from CCE nodes. Finally, Unified System CLI is a web-based tool that can be used to access the CCE system and download log files.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting

QUESTION 5

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/

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