



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

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/referenc/cme_cr21/cme_cr21_3_2_3.html

QUESTION 2

Which sync job runs every 10 minutes to bring back the OUT_OF_SYNC machine to the IN_SYNC state?

- A. OnDemand
- B. Automated differential
- C. Push
- D. Manual differential

Correct Answer: B

The sync job that runs every 10 minutes to bring back the OUTOF_SYNC machine to the IN_SYNC state is the Automated Differential sync job. This job compares the configuration files on the primary and secondary servers, copies the changes from the primary to the secondary, and then executes the configuration commands to bring the secondary server into the same state as the primary. The Manual Differential sync job is a similar process, but it requires user intervention to manually select the changes that need to be synchronized from the primary to the secondary server. The OnDemand sync job is a one-way process that pushes the configuration from the primary server to the secondary server, and the Push sync job is a one-way process that pushes the configuration from the secondary server to the primary server.

QUESTION 3

Which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse? (Choose two.)

- A. Domain validation certificate



- B. Digital certificate
- C. Self-signed certificate
- D. Certificate authority certificate
- E. Root certificate

Correct Answer: BD

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1151/Admin/guide/CFIN_BK_C0CD262D_00_cisco-finesse-administration-guide-1151/CFIN_BK_C0CD262D_00_cisco-finesseadministration-guide-1151_chapter_01001.pdf

When the HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse, the primary and secondary servers accept only digital certificates that are issued by a certificate authority (CA).

A digital certificate is an electronic document that uses a digital signature to bind a public key with an identity, such as the name of a person or an organization, and the certificate is issued by a trusted third party, such as a certificate authority

(CA). The digital certificate confirms the identity of the server and enables secure communication between the client and the server.

A certificate authority (CA) certificate is a type of digital certificate that is issued by a trusted third party, such as a certificate authority (CA), to verify the identity of an entity and establish trust.

References:

<https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/finesse/118248-configure-certificates-finesse-00.html>

<https://www.globalsign.com/en/ssl-information-center/what-is-a-digital-certificate/>

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

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

QUESTION 5

Where should a trust relationship be established by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G)?

- A. IdS to IdP
- B. IdS to IdP and IdP to IdS
- C. IdP to IdS
- D. IdS to IdP and IdP to Active Directory (AD)

Correct Answer: A

A trust relationship should be established between the IdS and IdP by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G). The metadata file contains the public certificates and other relevant information necessary to establish a trust relationship between the two systems. Reference: https://www.cisco.com/c/en/us/td/docs/security/ise/2-4/admin_guide/b_ise_admin_guide_24/b_ise_admin_guide_24_chapter_0100.html

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