



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

Cisco Contact Center Enterprise Implementation and Troubleshooting

## Pass Cisco 500-444 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/500-444.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

What are two upgrades for Common Ground? (Choose two.)

- A. updates IP address as appropriate
- B. in-place upgrades exist on VMs
- C. updates Hostname as appropriate
- D. includes migration of windows registry
- E. includes database migration

Correct Answer: CE

Common Ground is a Cisco solution for contact center environments, which enables customers to use multiple channels, such as voice, chat, and email, to interact with agents. Upgrading Common Ground usually involves several steps,

including:

Updating the hostname as appropriate: Depending on the configuration and organization of the system, it may be necessary to update the hostname to ensure that all components are properly identified and connected. Database migration: As

part of the upgrade process, the Common Ground database may need to be migrated to a new version or schema. This is done to ensure that the database is compatible with the new version of Common Ground and that all data is preserved

during the upgrade. Updating IP address: Depending on the network and IP addressing scheme, it may be necessary to update the IP addresses of Common Ground components to ensure that they are properly configured and accessible.

Updating registry: Windows registry may need to be updated as well, to ensure that the correct configurations and settings are in place after the upgrade. In-place upgrades: In-place upgrades are the upgrades that can be done on the same

version of the software without the need to install new version of the software.

---

### QUESTION 2

What is the URL for the VOS O/S admin page?

- A. <https://:8443/cmplatform>
- B. <https://:8443/osadmin>
- C. <https://:8443/vosplatform>
- D. <https://:80/cmplatform>

Correct Answer: B



The URL for the VOS O/S admin page is <https://:8443/osadmin>. This page allows administrators to manage the VOS operating system, including viewing logs, managing users and groups, and managing system settings. It is also possible to access the VOS platform administration page from this page, as well as access the VOS REST API. Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/vos/admin/admin\\_refere](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_refere)  
[nce/vos\\_admin\\_reference\\_chapter\\_01001.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_refere)

---

### 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](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](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/pce\\_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/pce_11_5_1/maintenance/Guide/PCCE_BK_P5F)

---

## 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.

---

## QUESTION 6

What are two functions of a SIP Proxy Server? (Choose two.)

- A. centralizes dial plans
- B. connects to Call Router



- C. handles box-to-box redundancy
- D. helps to centralize the administration and call control
- E. load balancer for HTTP and SIP

Correct Answer: AD

A SIP Proxy Server is a network element that helps to centralize the administration and call control, as well as the management of SIP sessions. It can also be used to centralize dial plans, which are the instructions that are used to route calls.

Additionally, a SIP Proxy Server can be used to provide load balancing, which helps to ensure that calls are routed to the most appropriate server.

Reference: <https://www.voip-info.org/sip-proxy-server/>

---

### QUESTION 7

Which keytool command lists certificates in the cacerts file?

- A. keytool -list -showinfo
- B. keytool -list -keystore cacerts
- C. keytool -list cacerts
- D. keytool -list -alias

Correct Answer: B

The command `keytool -list -keystore cacerts` can be used to list certificates in the cacerts file. This command will display information about the certificates in the cacerts file, including the certificate's alias, owner, issuer, and validity period.

This command can be used to verify the certificates that are used for authentication and secure communication.

Reference: <https://docs.oracle.com/cd/E19509-01/820-3503/gghji/index.html>

---

### QUESTION 8

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](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting)

---

### QUESTION 9

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode when using microapps?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- C. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: B

For calls that originate from Cisco Unified Communications Manager (CUCM) to Cisco Unified CVP using Comprehensive mode when using microapps, core components that are required include a CUCM CTI Route Point and SIP Trunk, an ICM CVP Type 2 VRU, Network VRU labels, and a VXML Gateway. CVP Type 10 VRUs are not required for such calls.

---

### QUESTION 10

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](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>

[500-444 VCE Dumps](#)

[500-444 Study Guide](#)

[500-444 Braindumps](#)