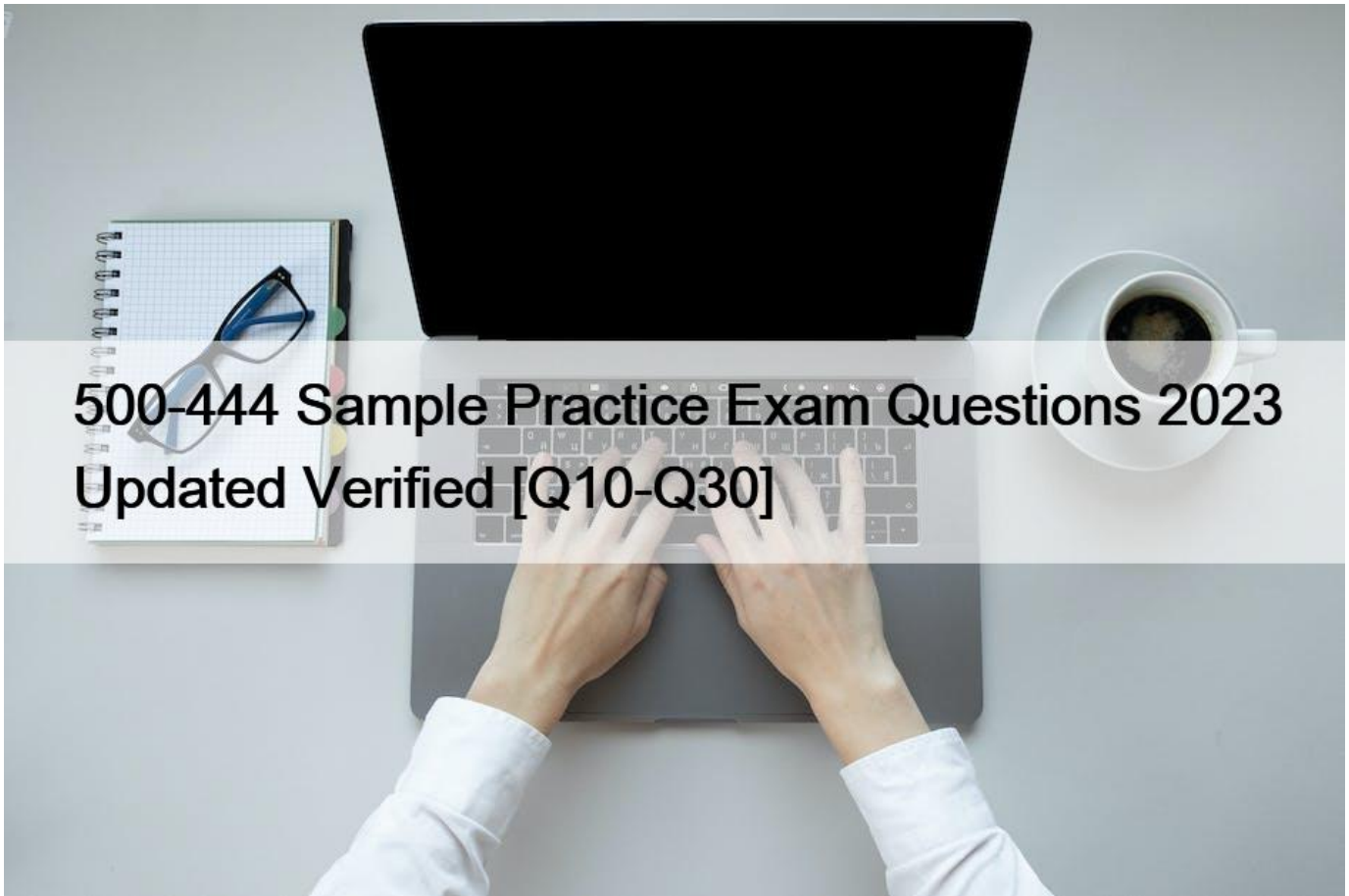# 500-444 Sample Practice Exam Questions 2023 Updated Verified [Q10-Q30

500-444 Sample Practice Exam Questions 2023 Updated Verified Exam Study Guide Free Practice Test LAST UPDATED 500-444

Cisco 500-444 exam is a certification exam for IT professionals who are interested in implementing and troubleshooting Cisco Contact Center Enterprise (CCE) solutions. 500-444 exam is designed to validate the knowledge and skills of candidates in various areas of CCE, including installation, configuration, and troubleshooting of contact center technologies. 500-444 exam is a requirement for the Cisco Certified Network Professional (CCNP) Collaboration certification, and passing it will demonstrate a candidate's expertise in designing, deploying, and supporting contact center solutions.

NEW QUESTION 10

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?
* Design team
* Deployment team
* Support Team

* Sales team

NEW QUESTION 11

What are two components of Cisco VOS? (Choose two.)
* Finesse
* CCE
* CUIC
* CVP
* ECE

NEW QUESTION 12

Which mode can be used to display data flow in the Script?
* Edit Mode
* Monitor Mode
* Quick Edit Mode
* Browse Mode

NEW QUESTION 13

What are two roles of a Certificate Authority (CA) in a trusted third-party CA certificate? (Choose two.)
* to provide validation of certificate requests
* to issue a CA signed Identity certificates
* to provide domain validation certificate
* to import the root CA certificate to each component
* to generate a new Certificate Signing Request (CSR)

NEW QUESTION 14

What are two types of upgrades available for CCE? (Choose two.)
* Common Ground
* User Interface
* Deviation
* Technology Refresh
* Standard

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 Technology Refresh upgrades replace outdated hardware and software components with the latest versions, while Standard upgrades include features and bug fixes.

NEW QUESTION 15

Where are external voice DNs sourced from in a CCE Dial Plan?
* VGW
* CUCM
* CVP
* CUBE

External voice DNs are sourced from the Cisco Unified Communications Manager (CUCM) in a CCE Dial Plan. The CUCM is the primary source of all external voice DNs and is used to define the dial plan rules and to manage the routing of incoming and outgoing calls. The CUCM also stores the external voice DNs, which can then be used in the CCE Dial Plan to route incoming and outgoing calls. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/dial_plan_design/10_6_1/dpdf_b_dial-plan-design-106/dpdf_b_dial-plan-design-106_chapter_01.html

NEW QUESTION 16

What are two types of upgrades available for CCE? (Choose two.)
* Common Ground
* User Interface
* Deviation
* Technology Refresh
* Standard

NEW QUESTION 17

What are two upgrades for Common Ground? (Choose two.)
* updates IP address as appropriate
* in-place upgrades exist on VMs
* updates Hostname as appropriate
* includes migration of windows registry
* includes database migration

NEW QUESTION 18

What are two components of Cisco VOS? (Choose two.)
* Finesse
* CCE
* CUIC
* CVP
* ECE
Cisco VOS (Virtualized Operating System) is a cloud-based platform that enables service providers to deliver real-time voice, video, and data services to their customers. The two core components of Cisco VOS are Cisco CCE (Customer Care Environment) and Cisco CVP (Customer Voice Portal). CCE is a cloud-based contact center solution that provides organizations with the ability to manage customer interactions and deliver personalized experiences. CVP is a cloud-based voice portal that enables organizations to create automated customer service experiences. Finesse, CUIC, and ECE are not components of Cisco VOS.

NEW QUESTION 19

Which three features does Cisco Unified Border Element provide when CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)
* Silent Monitor inbound voice calls
* NAT for address hiding D Demarcation point between networks
* Record calls by forking the media using build-in-bridge
* Secure communication using flow around mode
* Normalize SIP messages using SIP profiles

NEW QUESTION 20

What are the Active and Configured CUIC Users for the 2K deployment model?
* 100/600
* 200/400

* 200/800
* 200/1200

The active users are the number of users who are currently logged in and using the system, while the configured users are the maximum number of users that the system is licensed and configured to support. In a 2K deployment model, it means that the system can support up to 800 CUIC users and currently 200 users are actively using it. It’s important to note that these numbers are approximate, as it would depend on the specific deployment and usage scenario.

NEW QUESTION 21

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?
* CTI route point
* Agent IP phone
* Route pattern
* Translation pattern

A CTI route point is a configuration object in Cisco Unified Communications Manager (CUCM) that enables end-to-end reporting and tracking of call transfers. When an agent transfers a call to another ICM Skill Group, it should be transferred to a CTI route point in order to maintain the end-to-end reporting context. Route patterns and translation patterns are used to route calls in CUCM, while an agent IP phone is the physical device used by an agent to access the ICM Skill Group.

NEW QUESTION 22

Which powerful tool supports Element Grouping, Time of Day routing, and Call Admission Control?
* VGW
* CUSP
* CUBE
* CUCM

The powerful tool that supports Element Grouping, Time of Day routing, and Call Admission Control is CUBE (Cisco Unified Border Element). CUBE is a powerful routing tool that provides intelligent call routing, call admission control, and Quality of Service (QoS) for voice, video, and data traffic. It supports Element Grouping, which allows for multiple paths for the same endpoint to be used for load balancing and redundancy. It also supports Time of Day routing, which allows for the selection of a routing path based on the time of day for a call. Finally, it supports call admission control, which ensures that calls are routed according to the QoS parameters set by the administrator.

References: [1] https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-border-element/datasheet-c78-735741.html [2] https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/cube-book/cube-book.html

NEW QUESTION 23

Which signed certificate is less administration in environments with many servers, such as CCE?
* Self-signed
* Certificate Authority (CA)
* 3rd party signed
* Security Authority (SA)

NEW QUESTION 24

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

* voice gateway must be dedicated for VXML browser sessions.
* Cisco Unified Border Element must be configured as media pass flow-around mode.
* Cisco Unified Border Element must be configured as media pass flow-through mode.
* Box-to-box Cisco Unified Border Element must be used for redundancy.

In a Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment, the Cisco Unified Border Element must be configured as media pass flow-through mode. In this mode, the Unified Border Element is configured to route all media traffic directly to the customer voice portal and not through the voice gateway.

NEW QUESTION 25

What are two ways to deploy security certificates in CCE? (Choose two.)
* Certificate Authority (CA)
* 3rd party signed
* Security Authority (SA)
* Digitally signed
* Self-signed

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 [2] https://tools.ietf.org/html/rfc4158

NEW QUESTION 26

Which service is used to provide authorization between the Identity Provider (IdP) and application?
* SAML
* OAuthv2
* Active Directory Federation Services (ADFS)
* Identity Service (IdS)

NEW QUESTION 27

Which protocol is used between ICM Central Controller and IVR/CUCM PG?
* OCTI
* Device Management Protocol (DMP)
* SIP
* ccagent

NEW QUESTION 28

Which type of machine will run an automated deferred sync job?
* Principal AW machine
* AW client machine
* Secondary AW machine
* AW/HDS machine

An AW/HDS machine is a hybrid of an AW client machine and a Secondary AW machine, and it is used to run automated deferred sync jobs. These jobs are typically used to transfer data between two or more AW machines, and the AW/HDS machine acts as the

intermediary, making sure that all of the data is kept up-to-date and in sync.

References: [1]
https://www.oracle.com/webfolder/technetwork/tutorials/obe/fmw/oim/11gR2-PS3/OIM_11gR2_PS3_Installation/OIM_11gR2_PS3_Installation_Step2.html [2] https://docs.oracle.com/cd/E24628_01/doc.121/e28814/config_hds_aw.htm [3]
https://docs.oracle.com/en/middleware/lifecycle/12.2.1.4/core/one-time-processes-deferred-synchronization-jobs.html

NEW QUESTION 29

What will the caller hear if Cisco Unified ICM sends back a label of 91919191?
* MoH
* Ringing
* an error message
* Audio

In Cisco’s Intelligent Contact Management (ICM) solution, a label is a string of characters or digits that is used to route calls to specific destinations or play specific prompts to the caller. When ICM sends back a label of 91919191, it is an invalid or non-existent label and the caller will hear an error message. This error message could be a pre-recorded message or a system generated message such as “The dialed number is not in service” or “Invalid extension, please try again”.

It’s important to note that MoH (Music on Hold) is a feature that plays music or pre-recorded announcements to callers while they are on hold, Ringing is the sound that a caller hears when the call is being connected and Audio is a general term that refers to the sound or voice that is played to the caller.

NEW QUESTION 30

Which three modes can implement single sign-on in PCCE? (Choose three.)
* Non-SSO
* SSO
* ldS
* ldP
* SAML
* Hybrid

SSO – Enable all agents and supervisors in the deployment for SSO.

Hybrid – Enable agents and supervisors selectively in the deployment for SSO. …

Non-SSO – Continue to use existing Active Directory-based and local authentication, without SSO.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_6_1/maintenance/guide/pcce_b_features-guide-1261/pcce_b_features-guide-1261_chapter_01110.html

The New 500-444 2023 Updated Verified Study Guides & Best Courses:

https://www.actualtests4sure.com/500-444-test-questions.html]