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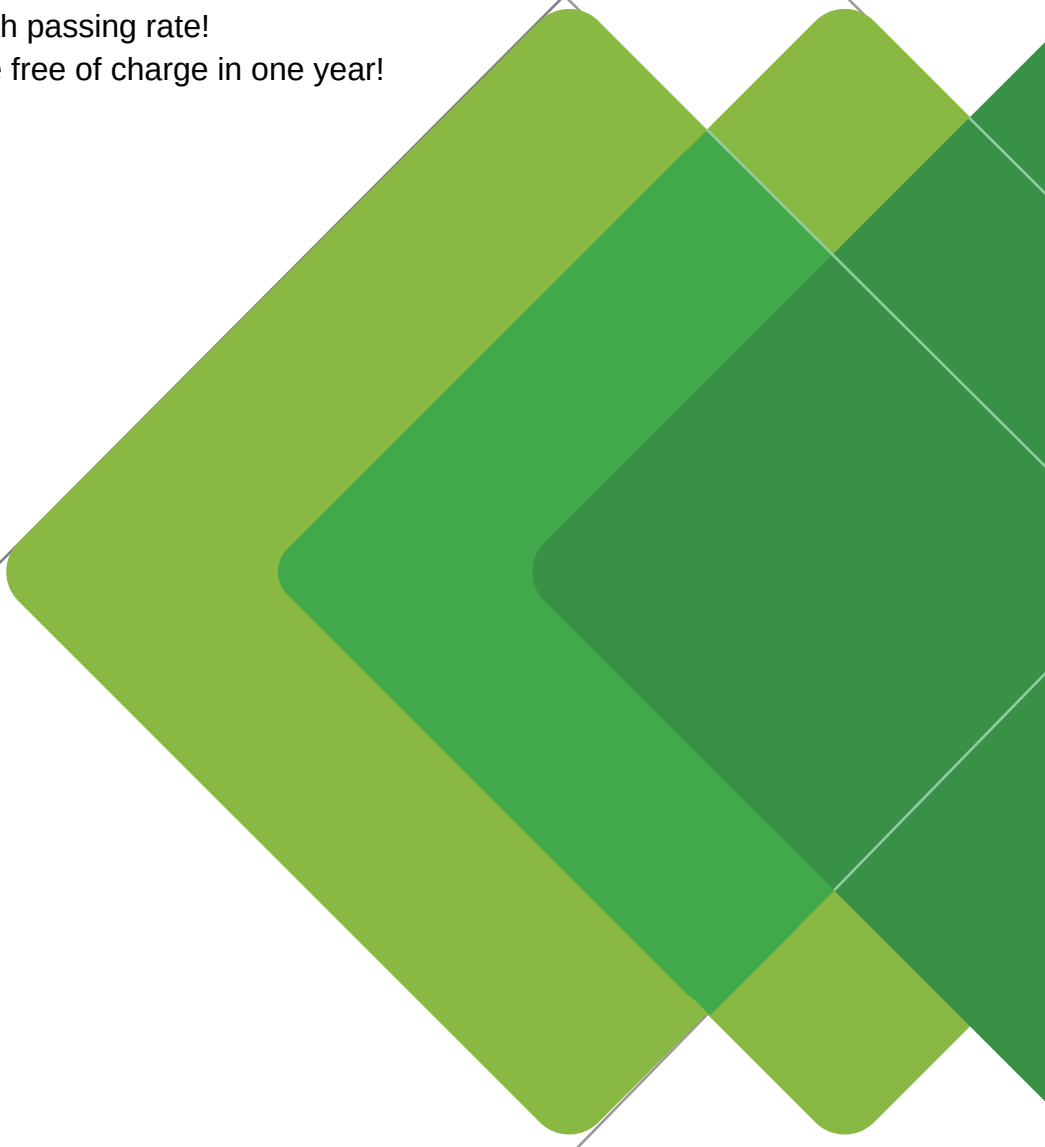

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Exam : **500-444**

Title : Cisco Contact Center Enterprise Implementation and Troubleshooting

Version : DEMO

1.Which powerful tool supports Element Grouping, Time of Day routing, and Call Admission Control?
A. VGW
B. CUSP
C. CUBE
D. CUCM
Answer: D

2.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?
A. CTI route point
B. Agent IP phone
C. Route pattern
D. Translation pattern
Answer: A

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
Answer: C,D
Explanation:
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-finesse-administration-guide-1151_chapter_01001.pdf

4.Which two validations will be completed for the PCCE production deployment model on an ESXi server? (Choose two.)
A. Linux verification for containers.
B. The hypervisor provides enough power.
C. The lab is deployed properly.
D. Ensure that the correct servers are on the correct sides.
E. Correct RAM and CPU are being deployed.
Answer: B,E

5.Which tool manages IIS certificates on the CCE servers?
A. System CLI
B. Keytool
C. SSLUtil
D. OPENSSL
Answer: C