



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

Cisco Contact Center Enterprise Implementation and Troubleshooting

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### QUESTION 1

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/>

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### QUESTION 2

Which protocol is used between ICM Central Controller and IVR/CUCM PG?

- A. OCTI
- B. Device Management Protocol (DMP)
- C. SIP
- D. ccagent



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Correct Answer: B

Device Management Protocol (DMP) is a protocol used between ICM Central Controller and IVR/CUCM PGs. It is used to send commands, such as to bring up a voice channel, to the PGs. OCTI, SIP, and ccagent are not protocols used between ICM Central Controller and IVR/CUCM PGs.

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### QUESTION 3

What is used to build VXML applications?

- A. Configuration Manager
- B. PCCE Web Administration Manager (S.P.O.G)
- C. Call Studio development platform
- D. Script Editor tool

Correct Answer: C

Call Studio is the development platform used to build VXML applications. It is a graphical development environment that allows developers to quickly build and deploy voice applications using drag-and-drop components. Call Studio comes with a suite of tools and components that allow developers to create interactive voice applications that can respond to user input and make decisions based on the input. Reference: <https://www.cisco.com/c/en/us/products/unified-communications/call-studio/index.html>

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### QUESTION 4

What are two considerations for Active Directory (AD)? (Choose two.)

- A. user interface available
- B. Remote Access Control is available for software
- C. Read-Only Domain Controllers (RODC) are supported
- D. global catalogs are required at each AD site
- E. supports multi-domain, single AD Forest topology

Correct Answer: CE

Two considerations for Active Directory (AD) are that Read-Only Domain Controllers (RODC) are supported and that it supports multi-domain, single AD Forest topology. RODC are used to provide secure access to AD data in remote locations, and the multi-domain, single AD Forest topology allows multiple domains to be managed from a single AD forest. Additionally, global catalogs are required at each AD site to enable efficient searches across the entire AD forest. AD does not provide a user interface, but Remote Access Control is available for software that is used to manage and administer the AD environment.

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### QUESTION 5



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

Correct Answer: A

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.

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