



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

Cisco Contact Center Enterprise Implementation and Troubleshooting

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### QUESTION 1

What are two considerations for PCCE 2K installation? (Choose two.)

- A. add Router Logger after installing software
- B. add PGs via PG setup after installing the software
- C. run Domain Manager tool, add root, facility, and instance
- D. run Websetup after installing the software
- E. needs ICM/CCE software installed on all ICM/CCE servers

Correct Answer: CE

Two considerations for PCCE 2K installation are to run Domain Manager tool, add root, facility, and instance, and to ensure that ICM/CCE software is installed on all ICM/CCE servers. The Domain Manager tool allows the administrator to define the domain structure for PCCE and add root, facility, and instance objects. Additionally, Websetup should be run after installing the software to configure the ICM/CCE environment. Adding PGs via PG Setup should only be done after installing the software, and it is not necessary to add Router Logger after installation.

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### QUESTION 2

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/>

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### QUESTION 3

What is important to remember about VMs when deploying Direct Attached Storage (DAS) only systems?



- A. Failure of a physical server brings down only specific VMs allocated to that specific storage and installed on that VMware vSphere Host.
- B. Failure of a physical server doesn't bring down all the VMs that are installed on that VMware vSphere Host.
- C. Failure of a VM brings down all the components that are installed on the VM.
- D. Failure of a VM doesn't bring down all the components that are installed on the VM.

Correct Answer: B

When deploying a Direct Attached Storage (DAS) only system, it is important to remember that failure of a physical server will not bring down all the VMs that are installed on that VMware vSphere Host. Each VM is allocated to a specific storage, so only the VMs that are installed on the failed physical server will be affected. Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization\\_deployment/guide/vdeploy/b\\_vdeploy\\_chapter\\_01001.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization_deployment/guide/vdeploy/b_vdeploy_chapter_01001.html)

#### QUESTION 4

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

- A. Setup login
- B. Windows login
- C. Local administrator login
- D. Service Account login

Correct Answer: D

The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

#### QUESTION 5

Which powerful tool supports Element Grouping, Time of Day routing, and Call Admission Control?

- A. VGW
- B. CUSP
- C. CUBE
- D. CUCM

Correct Answer: C

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>

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