



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

Cisco Contact Center Enterprise Implementation and Troubleshooting

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### QUESTION 1

Which sync is triggered when an administrator performs any create, update, or delete operation on a specific configuration item?

- A. Automated differential
- B. Push
- C. Manual differential
- D. OnDemand

Correct Answer: B

The sync that is triggered when an administrator performs any create, update, or delete operation on a specific configuration item is Push. Push is a synchronization method that allows administrators to trigger synchronization of changes to a

specific configuration item, such as a device or service, and to any related configuration items. Push synchronization is triggered immediately, and can be used to quickly synchronize all changes to a specific configuration item.

References:

[1] [https://www.cisco.com/c/en/us/td/docs/net\\_mgmt/network\\_automation\\_and\\_programmability/one\\_plus/b\\_one\\_plus\\_getting\\_started/b\\_one\\_plus\\_getting\\_started\\_chapter\\_01.html](https://www.cisco.com/c/en/us/td/docs/net_mgmt/network_automation_and_programmability/one_plus/b_one_plus_getting_started/b_one_plus_getting_started_chapter_01.html)

[2] [https://www.cisco.com/c/en/us/td/docs/net\\_mgmt/smart\\_software\\_manager/one/2-2/user\\_guide/b\\_one\\_user\\_guide\\_22/b\\_one\\_user\\_guide\\_22\\_chapter\\_01.html](https://www.cisco.com/c/en/us/td/docs/net_mgmt/smart_software_manager/one/2-2/user_guide/b_one_user_guide_22/b_one_user_guide_22_chapter_01.html)

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### QUESTION 2

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 3

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 4

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

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

Correct Answer: C

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.

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### QUESTION 5

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.

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