VCE & PDF
GeekCert.com

500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

Pass Cisco 500-444 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/500-444.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which mode can be used to display data flow in the Script?

A. Edit Mode

B. Monitor Mode

C. Quick Edit Mode

D. Browse Mode

Correct Answer: B

Monitor Mode is a feature of the Packaged CCE Script Editor that allows you to view the flow of data through the script. This can be used to troubleshoot any issues with the script and ensure that it is functioning properly. Edit Mode is used to edit the Script, Quick Edit Mode is used to quickly edit basic script elements, and Browse Mode is used to view the data elements available in the Script.

QUESTION 2

What are two functions of the Cisco CiscoCertUtil tool? (Choose two.)

A. is supported on servers running Linux Server

B. generates certificate signing requests (CSR)

C. generates self-signed certificates in the PEM format, which is an X509 extension

D. creates a log file pertaining to the operations that it performs for troubleshooting

E. validates any certificate

Correct Answer: BD

The Cisco CiscoCertUtil tool is a command-line utility that can be used to generate Certificate Signing Requests (CSRs), generate self-signed certificates in the PEM format (which is an X509 extension), validate any certificate, and create a log file pertaining to the operations that it performs for troubleshooting. This can be useful for troubleshooting any issues that may arise when generating or validating certificates. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/refere nce/cme_cr21/cme_cr21_3_2_3.html

QUESTION 3

How is a call assigned to a call type in the PCCE system?

A. when the call terminates, and data is written to the Cisco TCD table

B. when the call is first post-routed from Cisco Unified Customer Voice Portal

C. when the call is routed to an agent

D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B

The call is assigned to a call type in the PCCE system when the call is first post-routed from Cisco Unified Customer Voice Portal (Unified CVP). The call type is determined by the data in the Cisco TCD table [1]. The call type is then used to guide the call routing scripts and determine how the call is routed to an agent [2].

1.

Solution Design Guide for Cisco Unified Contact Center Enterprise ... https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_en terprise/icm_enterprise_12_ 6_1/design/guide/ucce_b_ucce_soldg-forunified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html

2.

Cisco Packaged Contact Center Enterprise Features Guide Release ... https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/p cce_11_5_1/maintenance/Guide/PCCE_BK_P5F

QUESTION 4

What will the caller hear if Cisco Unified ICM sends back a label of 91919191?

A. MoH

B. Ringing

C. an error message

D. Audio

Correct Answer: C

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.

QUESTION 5

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode when using microapps?

A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE. VXML Gateway

B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway

C. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: B

For calls that originate from Cisco Unified Communications Manager (CUCM) to Cisco Unified CVP using Comprehensive mode when using microapps, core components that are required include a CUCM CTI Route Point and SIP Trunk, an ICM CVP Type 2 VRU, Network VRU labels, and a VXML Gateway. CVP Type 10 VRUs are not required for such calls.

500-444 PDF Dumps   500-444 Study Guide   500-444 Braindumps