



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What defines the DialPlan on a Cisco Voice Gateway/CUBE?

- A. ATR
- B. voice-class
- C. Voip voice
- D. Dial-Peers

Correct Answer: D

On a Cisco Voice Gateway or Cisco Unified Border Element (CUBE), the DialPlan is defined by the Dial-Peers. Dial-Peers are used to define the call routing and media flow. They are used to define the route patterns, call forwarding, call routing, call redirection, and Quality of Service (QoS).

QUESTION 2

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 3

What are the Active and Configured agent counts for the 2K deployment model?

- A. 2K/4K
- B. 2K / 8K
- C. 2K/10K
- D. 2K/12K

Correct Answer: A



For the 2K deployment model, the Active and Configured agent counts are 2K/4K. This means that there are 2,000 Active agents and 4,000 Configured agents. The Active agents are those agents who are currently logged in and working on the system, while the Configured agents are those agents who have been set up on the system but are currently not logged in. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/unified_cca/10_5_1/ccuf_b_unified-cca-105-deployment/ccuf_b_unified-cca-105-deployment_chapter_01001.html

QUESTION 4

Which three tools are used to download logs for CCE troubleshooting? (Choose three.)

- A. PROCMON
- B. Diagnostic framework portico
- C. OPCTEST
- D. DUMPLOG
- E. Unified System CLI
- F. RTTEST

Correct Answer: ADE

PROCMON, DUMPLOG, and Unified System CLI are three tools that can be used to download logs for CCE troubleshooting. PROCMON is a Windows-based tool that allows administrators to capture log files and view them in real time.

DUMPLOG is a command-line tool that can be used to download log files from CCE nodes. Finally, Unified System CLI is a web-based tool that can be used to access the CCE system and download log files.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting

QUESTION 5

Which keytool command lists certificates in the cacerts file?

- A. keytool -list -showinfo
- B. keytool -list -keystore cacerts
- C. keytool -list cacerts
- D. keytool -list -alias

Correct Answer: B

The command `keytool -list -keystore cacerts` can be used to list certificates in the cacerts file. This command will display information about the certificates in the cacerts file, including the certificate's alias, owner, issuer, and validity period.

This command can be used to verify the certificates that are used for authentication and secure communication.

Reference: <https://docs.oracle.com/cd/E19509-01/820-3503/gghji/index.html>



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