



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which two claim rules will be added to specify the claims sent from ADFS to Cisco Identity Service as part of a successful SAML assertion in PCCE? (Choose two.)

- A. sAMAccountName -Logon names maintained for backward compatibility
- B. user_principal -For Identifying the authentication realm of the user in the assertion sent to Cisco Identity Service.
- C. E-Mail Address -For the Outgoing claim type
- D. Unspecified -For the Incoming name ID format
- E. uid -For Identifying the authenticated user in the claim sent to the applications

Correct Answer: AE

When configuring SAML authentication for PCCE (Cisco Packaged Contact Center Enterprise) with ADFS (Active Directory Federation Services), you will need to specify certain claim rules that determine which attributes of the user's AD

account will be sent in the SAML assertion to Cisco Identity Service. sAMAccountName is a common attribute that contains the logon name for the user, used for backwards compatibility with older systems that may not support newer authentication methods.

uid is an attribute that can be used to uniquely identify the user in the claims sent to the applications. This attribute is used in Cisco Identity Service to match the user to their corresponding PCCE account.

QUESTION 2

What are two roles of a Certificate Authority (CA) in a trusted third-party CA certificate? (Choose two.)

- A. to provide validation of certificate requests
- B. to issue a CA signed Identity certificates
- C. to provide domain validation certificate
- D. to import the root CA certificate to each component
- E. to generate a new Certificate Signing Request (CSR)

Correct Answer: AB

A. to provide validation of certificate requests: A CA is responsible for verifying the identity of an entity before issuing a certificate. This includes verifying the entity's identity, such as by checking government-issued identification or business

registration documents.

B. to issue a CA-signed Identity certificates: After validating the entity's identity, the CA issues the certificate, which is signed by the CA's private key. This certificate can be used to authenticate the identity of the entity, establish trust and



secure communication.

References:

<https://tools.ietf.org/html/rfc5280>

<https://www.globesign.com/en/ca-services/what-is-a-ca/>

QUESTION 3

Where should a trust relationship be established by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G)?

- A. IdS to IdP
- B. IdS to IdP and IdP to IdS
- C. IdP to IdS
- D. IdS to IdP and IdP to Active Directory (AD)

Correct Answer: A

A trust relationship should be established between the IdS and IdP by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G). The metadata file contains the public certificates and other relevant information necessary to establish a trust relationship between the two systems. Reference: https://www.cisco.com/c/en/us/td/docs/security/ise/2-4/admin_guide/b_ise_admin_guide_24/b_ise_admin_guide_24_chapter_0100.html

QUESTION 4

What is needed to execute a particular script that is configured using script explore for a specific time?

- A. Dialed Number mapped to a CallType and in turn mapped to a scheduled script
- B. Dialed Number mapped to a CallType
- C. Dialed Number with scheduled script
- D. Agent mapped to Dialed Number and Dialed Number in turn mapped with scheduled script

Correct Answer: A

In order to execute a particular script that is configured using script explorer for a specific time, it is necessary to map the dialed number to a call type, and in turn, map the call type to a scheduled script.

The dialed number is the number that a customer dials to reach the contact center. When the call is received, the call type is determined based on the dialed number. The call type is a category that describes the type of call, such as sales,

support, or billing. Once the call type is determined, the appropriate script can be executed. Script explorer allows you to configure different scripts for different call types and schedule them to be executed at specific times.



To ensure the correct script is executed at the right time, the dialed number must be mapped to the appropriate call type, and the call type must be mapped to the scheduled script.

Cisco ICM Script Explorer (<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-command-reference-guides-list.html>)

Cisco ICM Call Type (https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1/ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html)

QUESTION 5

How are remote sites added?

- A. PG Setup
- B. Initialization Wizard
- C. SPOG interface
- D. Websetup

Correct Answer: B

Remote sites can be added by using the Initialization Wizard. The Initialization Wizard is a utility that is used to configure the Packaged CCE system, including adding remote sites and configuring the call routing scripts [1]. It is launched by running the pg_setup.exe program and then selecting the Add Remote Sites option. This will initiate a setup wizard that will guide you through the process of adding remote sites.

1. 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/pce_11_5_1/maintenance/Guide/PCCE_BK_P5F

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