



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What are two specifications for UC on UCS Tested Reference Configuration (TRC)? (Choose two.)

- A. defined as Configuration Based
- B. VMware vSphere is optional
- C. VMware vCenter is required
- D. defined as Rule Based
- E. VMware vSphere is required

Correct Answer: AD

The UCS Tested Reference Configuration (TRC) is a validated server configuration for running Unified Computing System (UCS) in a data center environment. It is defined as either Configuration Based or Rule Based, depending on the specific use case. Configuration Based defines the server configuration based on specific performance characteristics, while Rule Based defines the server configuration based on specific usage. VMware vCenter is required for either Configuration Based or Rule Based, while VMware vSphere is optional.

QUESTION 2

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.

QUESTION 3

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>

QUESTION 4

How are microapps defined and configured using PCCE Web Administration Manager (S.P.O.G)?

- A. Call Settings-> IVR Settings->Network VRU Scripts
- B. Route Settings -> Media Routing Domain
- C. Route Settings -> Sip Server Groups
- D. Desktop Settings -> Resources -> Call Variables Layout

Correct Answer: B

Microapps are defined and configured using the Web Administration Manager (S.P.O.G) in the Route Settings -> Media Routing Domain section. In this section, you can define and configure the microapps that will be used in the CVP

environment. You can define the microapps, set the default values, and configure the routing logic for each microapp. Additionally, you can define the audio files and scripts that will be used with the microapps.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/installation/guide/ccce85install/ccce85install_chapter_0101.html

[2] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/ccce85cfg/ccce85cfg_chapter_0602.html

QUESTION 5

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

[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

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