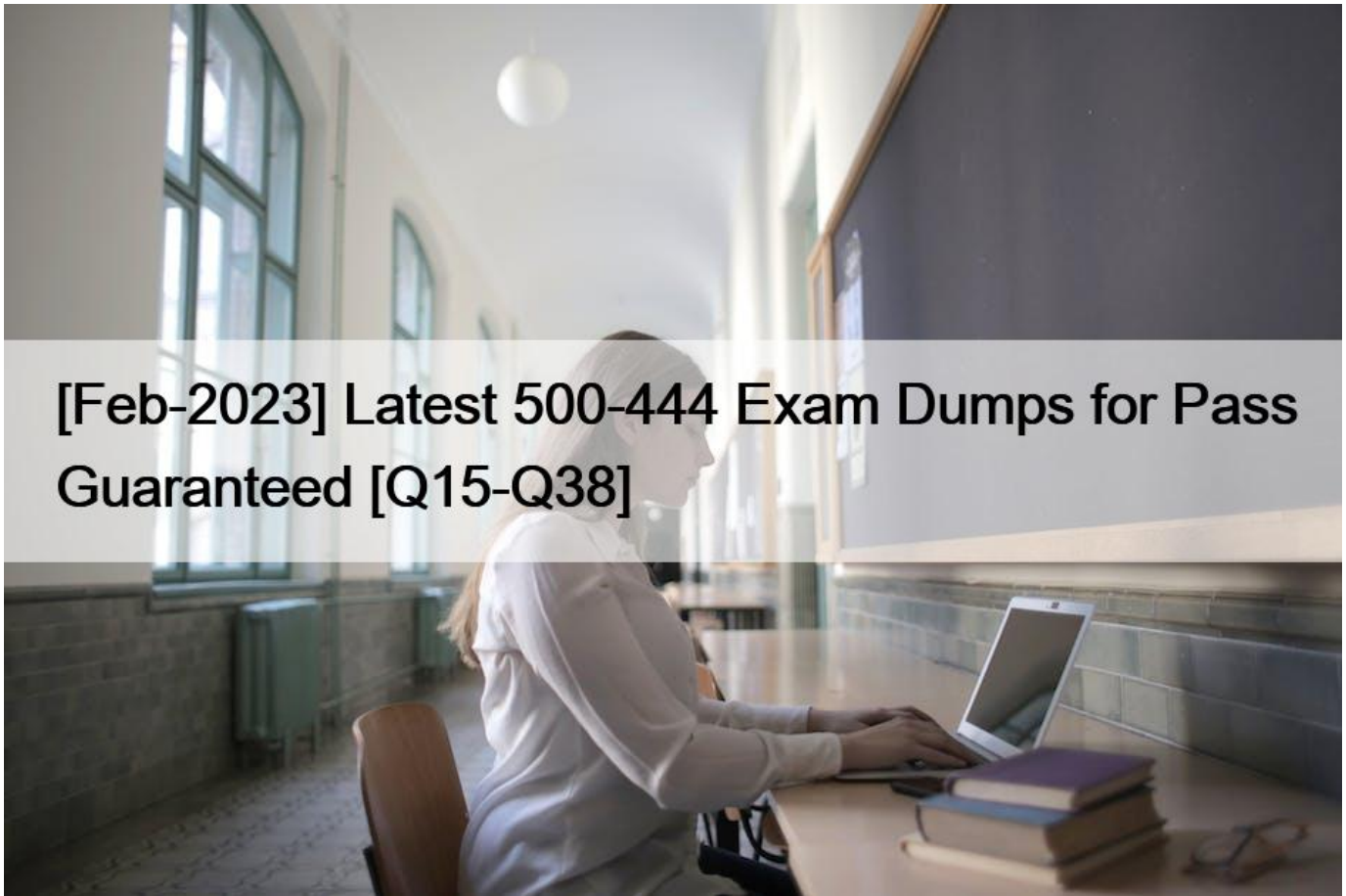


## [Feb-2023 Latest 500-444 Exam Dumps for Pass Guaranteed [Q15-Q38]



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### QUESTION 15

Which tool manages IIS certificates on the CCE servers?

- \* System CLI
- \* Keytool
- \* SSLUtil
- \* OPENSSL

This tool is used to create, import, and export certificates for use with IIS. It can also be used to view the certificate request, as well as to modify the certificate's friendly name and store name. This can be useful for managing IIS certificates on the CCE servers. Reference:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucce/security/8\\_5\\_1/csec\\_b\\_secure-deployment-guide-85/csec\\_b\\_secure-dployment-guide-85\\_chapter\\_010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/security/8_5_1/csec_b_secure-deployment-guide-85/csec_b_secure-dployment-guide-85_chapter_010.html)

### QUESTION 16

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

- \* PROCMON
- \* Diagnostic framework portico
- \* OPCTEST
- \* DUMPLOG
- \* Unified System CLI
- \* RTTEST

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](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting)

### QUESTION 17

Which signed certificate is less administration in environments with many servers, such as CCE?

- \* Self-signed
- \* Certificate Authority (CA)
- \* 3rd party signed
- \* Security Authority (SA)

### QUESTION 18

Which type of machine will run an automated deferred sync job?

- \* Principal AW machine
- \* AW client machine
- \* Secondary AW machine
- \* AW/HDS machine

### QUESTION 19

Which team is responsible for ensuring that servers designated for use by CCE VMs meet these requirements, including but not limited to Storage System Performance and IOPS (Input/Output Operations Per Second) Requirements?

- \* Design team
- \* Deployment team
- \* Support Team
- \* Sales team

### QUESTION 20

What is used to build VXML applications?

- \* Configuration Manager
- \* PCCE Web Administration Manager (S.P.O.G)
- \* Call Studio development platform
- \* Script Editor tool

### QUESTION 21

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

- \* MoH

- \* Ringing
- \* an error message
- \* Audio

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 22

Which two descriptions apply to UC on UCS Spec Based? (Choose two.)

- \* may be available as a packaged offer such as the Cisco Business Edition 7000 Platform
- \* VMware vCenter is required
- \* defined as Rule Based
- \* defined as Configuration Based
- \* VMware vSphere is optional

UC on UCS Spec Based is a simplified way of deploying a Unified Communications (UC) solution using the Cisco Business Edition 7000 (BE7000) platform. It is defined as Configuration Based, meaning that the configuration is predefined and the customer is not required to manually configure the system. Additionally, it may be available as a packaged offer, as is the case with the BE7000 platform. Reference: <https://www.cisco.com/c/en/us/products/unified-communications/uc-on-ucs-spec-based/index.html>

## QUESTION 23

What are two types of upgrades available for CCE? (Choose two.)

- \* Common Ground
- \* User Interface
- \* Deviation
- \* Technology Refresh
- \* Standard

## QUESTION 24

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

- \* 2K/4K
- \* 2K / 8K
- \* 2K/10K
- \* 2K/12K

## QUESTION 25

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

- \* Automated differential
- \* Push
- \* Manual differential
- \* OnDemand

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)

## QUESTION 26

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

- \* CTI route point
- \* Agent IP phone
- \* Route pattern
- \* Translation pattern

A CTI route point is a configuration object in Cisco Unified Communications Manager (CUCM) that enables end-to-end reporting and tracking of call transfers. When an agent transfers a call to another ICM Skill Group, it should be transferred to a CTI route point in order to maintain the end-to-end reporting context. Route patterns and translation patterns are used to route calls in CUCM, while an agent IP phone is the physical device used by an agent to access the ICM Skill Group.

## QUESTION 27

Which telephony deployment is between a TDM trunk and a VOIP?

- \* CUCM
- \* CUBE
- \* Voice gateway (VGW)
- \* CUSP

## QUESTION 28

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

- \* to provide validation of certificate requests
- \* to issue a CA signed Identity certificates
- \* to provide domain validation certificate
- \* to import the root CA certificate to each component
- \* to generate a new Certificate Signing Request (CSR)

1. 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.

2. 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 29

What must be enabled on the CUIC server for CUIC reports to show up in Finesse?

- \* PROXY
- \* Cross Origin Resource Sharing (CORS)
- \* Hazelcast
- \* JSONP

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pcce\\_12\\_5\\_1/release/guide/pcce\\_b\\_1251\\_pcce-release-notes/pcce\\_b\\_1251\\_pcce-release-notes\\_chapter\\_010.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_5_1/release/guide/pcce_b_1251_pcce-release-notes/pcce_b_1251_pcce-release-notes_chapter_010.pdf)

### QUESTION 30

What are two considerations for PCCE 2K installation? (Choose two.)

- \* add Router Logger after installing software
- \* add PGs via PG setup after installing the software
- \* run Domain Manager tool, add root, facility, and instance
- \* run Websetup after installing the software
- \* needs ICM/CCE software installed on all ICM/CCE servers

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.

### QUESTION 31

Which two certificates need to be uploaded to VOS servers for CA Signed certificate management? (Choose two.)

- \* CA Certificate:tomcat
- \* CA Signed Certificate from CSR Request:tomcat
- \* 3rd party signed Certificate
- \* CA Certificate:tomcat-trust
- \* CA Signed Certificate from CSR Request:tomcat-trust

These two certificates need to be uploaded to VOS servers for CA Signed certificate management. The CA Certificate is used to verify the authenticity of the server and the CA Signed Certificate from the CSR Request is used to generate the server's private key. The tomcat-trust certificate is used by the server to trust other SSL certificates. Reference:

<https://docs.microsoft.com/en-us/azure/virtual-machines/linux/tutorial-certificate-management#upload-the-certificates>

### QUESTION 32

What is the URL for the VOS O/S admin page?

- \* <https://<FQDN>:8443/cmplatform>
- \* <https://<FQDN>:8443/osadmin>
- \* <https://<FQDN>:8443/vosplatform>
- \* <https://<FQDN>:80/cmplatform>

The URL for the VOS O/S admin page is <https://<FQDN>:8443/osadmin>. This page allows administrators to manage the VOS operating system, including viewing logs, managing users and groups, and managing system settings. It is also possible to access the

VOS platform administration page from this page, as well as access the VOS REST API. Reference:  
[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/vos/admin/admin\\_reference/vos\\_admin\\_reference\\_chapter\\_01001.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_reference/vos_admin_reference_chapter_01001.html)

### QUESTION 33

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

- \* MoH
- \* Ringing
- \* an error message
- \* Audio

### QUESTION 34

Which three features does Cisco Unified Border Element provide when CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

- \* Silent Monitor inbound voice calls
- \* NAT for address hiding D Demarcation point between networks
- \* Record calls by forking the media using build-in-bridge
- \* Secure communication using flow around mode
- \* Normalize SIP messages using SIP profiles

Cisco Unified Border Element (CUBE) is a network element that provides a number of features for securing and controlling voice, video, and data communications when Cisco Unified Communications Manager (CUCM) and Cisco Unified Customer Voice Portal (CVP) are used.

NAT for address hiding: CUBE provides Network Address Translation (NAT) capabilities that allow you to hide the internal IP addresses of the CVP and CUCM servers from the public Internet. This is useful for security and compliance reasons, as it makes it harder for hackers to identify and attack these servers.

Demarcation point between networks: CUBE acts as a demarcation point between the customer network and the service provider network. This allows for secure and controlled communication between the two networks.

Normalize SIP messages using SIP profiles: CUBE can normalize SIP messages using SIP profiles, which allows it to ensure that incoming SIP messages conform to a specific format and contain the necessary headers and parameters. This can help to improve the reliability and security of SIP-based communications.

Silent Monitor inbound voice calls: CUBE does not provide silent monitor feature, it is a feature of CUCM that allows a supervisor to listen in on an agent's call without the agent or the caller knowing.

Record calls by forking the media using build-in-bridge: CUBE does not provide this feature, it is a feature of CUCM that allows for call recording by forking the media through a built-in bridge.

References:

Cisco Unified Border Element Configuration Guide

([https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cube/12\\_5/cube\\_12\\_5\\_configuration\\_guide/cube\\_12\\_5\\_configuration\\_guide\\_chapter\\_01.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cube/12_5/cube_12_5_configuration_guide/cube_12_5_configuration_guide_chapter_01.html))

### QUESTION 35

Which three statements describe fails in the high availability of Cisco Unified Intelligent Contact Management central controller?

(Choose three.)

- \* If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.
- \* If the private LAN fails, the Peripheral Gateways are used to help determine the active call router side of the duplex pair.
- \* If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
- \* If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- \* There is no impact on call processing during a Cisco Unified ICM Logger failure.
- \* During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.

### QUESTION 36

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

- \* is supported on servers running Linux Server
- \* generates certificate signing requests (CSR)
- \* generates self-signed certificates in the PEM format, which is an X509 extension
- \* creates a log file pertaining to the operations that it performs for troubleshooting
- \* validates any certificate

### QUESTION 37

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

- \* CTI route point
- \* Agent IP phone
- \* Route pattern
- \* Translation pattern

### QUESTION 38

Which service must be restarted after modifying the Java Keystore on the CVP servers?

- \* Cisco CVP Call server
- \* Cisco CVP VXML server
- \* Client license service
- \* Cisco CVP WebServicesManager

The WebServicesManager is responsible for managing the secure communication between the CVP servers and the clients, and it requires a valid Java Keystore to function properly. Restarting the service after making changes to the Keystore ensures that the changes take effect. The other services listed (Cisco CVP Call server, Cisco CVP VXML server, and Client license service) are not related to the Java Keystore and do not require restarting after making changes to it.

References: [1]

[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\\_0101.html](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_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/ccce85](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/ccce85cfg/ccce85)

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