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유효한 시험자료, 최고의 적응율을 자랑하는 시험대비 덤프

Exam : **500-444**

Title : Cisco Contact Center
Enterprise Implementation
and Troubleshooting

Vendor : Cisco

Version : DEMO

NO.1 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

Answer: A

Explanation

Microapps are small applications that run on the CVP server and provide interactive voice response (IVR) functionality. They can play prompts, collect digits, perform database lookups, and transfer calls. Microapps are defined and configured using PCCE Web Administration Manager (S.P.O.G) under the Call Settings -> IVR Settings -> Network VRU Scripts menu. Here, you can create, modify, or delete network VRU scripts that reference the microapps and specify the parameters for each microapp. You can also associate the network VRU scripts with call types and dialed numbers to invoke them in the call flow¹². References:

Troubleshooting Cisco Contact Center Enterprise (CCET) course outline¹, Contact Center Enterprise Troubleshooting and Configuration document².

NO.2 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

Answer: B

Explanation

If Cisco Unified ICM sends back a label of 91919191, the caller will hear ringing. This is because 91919191 is a special label that is used by Cisco Unified Customer Voice Portal (CVP) to play a ringtone to the caller while the call is being transferred to an agent or another destination¹. The ringtone is a WAV file that is stored on the media server and is configured on the CVP Operations Console and the VXML gateway¹. The label 91919191 is matched by a dial-peer on the VXML gateway that invokes a ringtone service and sends the ringback.wav file to the ingress voice gateway². The caller will hear the ringtone until the call is connected or disconnected¹.

References: Configuration Guide for Cisco Unified Customer Voice Portal, Release 11.6(1) - Unified ICM Configuration [Cisco Unified Customer Voice Portal] - Cisco¹, Distributed Voice and VXML Gateway Design with CVP SIP - Cisco Community²

NO.3 Which protocol is used between ICM Central Controller and IVR/CUCM PG?

- A. OCTI
- B. Device Management Protocol (DMP)
- C. SIP
- D. ccagent

Answer: B

Explanation

Device Management Protocol (DMP) is a protocol used between ICM Central Controller and IVR/CUCM PGs. It is used to send commands, such as to bring up a voice channel, to the PGs. OCTI, SIP, and ccagent are not protocols used between ICM Central Controller and IVR/CUCM PGs. References: 500-444-demo, page 4.

NO.4 What is used to build VXML applications?

- A. Configuration Manager
- B. PCCE Web Administration Manager (S.P.O.G)
- C. Call Studio development platform
- D. Script Editor tool

Answer: C

Explanation

To build VXML applications, you need to use the Call Studio development platform. Call Studio is an Eclipse-based graphical tool that allows you to create, edit, debug, and test voice applications that run on the VXML Server. Call Studio provides a drag-and-drop interface to design the call flow logic, define the prompts and grammars, and configure the application settings. Call Studio also supports custom elements, Java code, and web services integration to extend the functionality of the voice applications¹². References: Cisco Unified Customer Voice Portal Getting Started Guide, Release 12.5(1)¹, Cisco Unified Customer Voice Portal Developer Guide, Release 12.5(1)².

NO.5 What are two functions of a SIP Proxy Server? (Choose two.)

- A. centralizes dial plans
- B. connects to Call Router
- C. handles box-to-box redundancy
- D. helps to centralize the administration and call control
- E. load balancer for HTTP and SIP

Answer: A D

Explanation

A SIP proxy server is a component of a SIP network that handles the setup and termination of calls between SIP devices. It also performs functions such as registration, authorization, network access control, and network security. Some of the functions of a SIP proxy server are:

Centralizes dial plans: A SIP proxy server can centralize the dial plans for a SIP network, meaning that it can translate and route calls based on a unified set of rules and policies. This simplifies the administration and management of the SIP network and ensures consistent call routing across different devices and locations.

Helps to centralize the administration and call control: A SIP proxy server can also help to centralize the administration and call control of a SIP network, meaning that it can provide a single point of contact and configuration for all the SIP devices and endpoints. This reduces the complexity and overhead of maintaining multiple SIP servers and devices and allows for easier monitoring and troubleshooting of the SIP network.

References:

- 1: What Is a SIP Proxy? How Does a SIP Server Work? - Nextiva
- 2: What is a SIP Proxy Server and How Does It Work? - ULTATEL Blog
- 3: What is SIP proxy? | Webopedia
- 4: Definition of SIP proxy | PCMag

5: All About SIP Proxy: What is a SIP Server? | TelNet Worldwide

NO.6 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)

Answer: A B

Explanation

A certificate authority (CA) is a trusted entity that issues digital certificates for websites and other entities.

CAs validate a website domain and, depending on the type of certificate, the ownership of the website, and then issue TLS/SSL certificates that are trusted by web browsers like Chrome, Safari and Firefox. Thus, CAs help keep the internet a safer place by verifying websites and other entities to enable more trust in online communications and transactions. Some of the roles of a CA in a trusted third-party CA certificate are:

To provide validation of certificate requests: A CA verifies the identity and authenticity of the certificate requester before issuing a certificate. The CA may use different methods of validation, such as domain validation, organization validation, or extended validation, depending on the type and level of assurance of the certificate. The CA may also check the revocation status of the certificate or the certificate chain to ensure that the certificate is not expired or revoked.

To issue a CA signed Identity certificates: A CA signs the certificate with its own private key, which attests to the validity and integrity of the certificate. The CA also provides the certificate with a serial number, a validity period, and other attributes. The CA signed certificate can be used by the certificate holder to prove its identity and establish secure connections with other parties.

References:

What is a CA? Certificate Authorities Explained

The Role of Certificate Authorities

The 5 most frequently Asked Questions about Certificate Authority (CA)