# 500-444 Q&As

Cisco Contact Center Enterprise Implementation and Troubleshooting

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**QUESTION 1**

Which two validations will be completed for the PCCE production deployment model on an ESXi server? (Choose two.)

A. Linux verification for containers.

B. The hypervisor provides enough power.

C. The lab is deployed properly.

D. Ensure that the correct servers are on the correct sides.

E. Correct RAM and CPU are being deployed.

Correct Answer: DE

Ensure that the correct servers are on the correct sides ensures that the ESXi server hosting the PCCE production environment is configured according to the documentation and that the correct servers are on the correct sides. Ensure that

the correct RAM and CPU are being deployed ensures that the ESXi server is configured to have the correct amount of RAM and CPU cores for the PCCE production environment.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/
express_10_6/design/guide/uccx106des/uccx106des_chapter_01.html

[2] https://www.cisc o.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/insta
llation/guide/uccx106ins/ucc

**QUESTION 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

Correct Answer: C

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 3**

Which protocol is used between ICM Central Controller and IVR/CUCM PG?

A. OCTI

B. Device Management Protocol (DMP)

C. SIP

D. ccagent

Correct Answer: B

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.

**QUESTION 4**

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 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/p
cce_11_5_1/maintenance/Guide/PCCE_BK_P5F

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