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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

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

A. is supported on servers running Linux Server

B. generates certificate signing requests (CSR)

C. generates self-signed certificates in the PEM format, which is an X509 extension

D. creates a log file pertaining to the operations that it performs for troubleshooting

E. validates any certificate

Correct Answer: BD

The Cisco CiscoCertUtil tool is a command-line utility that can be used to generate Certificate Signing Requests (CSRs), generate self-signed certificates in the PEM format (which is an X509 extension), validate any certificate, and create a log file pertaining to the operations that it performs for troubleshooting. This can be useful for troubleshooting any issues that may arise when generating or validating certificates. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/refere nce/cme_cr21/cme_cr21_3_2_3.html

QUESTION 2

Which tool manages IIS certificates on the CCE servers?

A. System CLI

B. Keytool

C. SSLUtil

D. OPENSSL

Correct Answer: C

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/cs ec_b_secure-deployment-guide-85/csec_b_secure-deployment-guide-85_chapter_010.html

QUESTION 3

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

A. may be available as a packaged offer such as the Cisco Business Edition 7000 Platform

B. VMware vCenter is required

C. defined as Rule Based

D. defined as Configuration Based

E. VMware vSphere is optional

Correct Answer: AD

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 4

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

A. CA Certificate:tomcat

B. CA Signed Certificate from CSR Request:tomcat

C. 3rd party signed Certificate

D. CA Certificate:tomcat-trust

E. CA Signed Certificate from CSR Request:tomcat-trust

Correct Answer: AD

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 5

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?

A. CTI route point

B. Agent IP phone

C. Route pattern

D. Translation pattern

Correct Answer: A

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.

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