

## 500-444<sup>Q&As</sup>

Cisco Contact Center Enterprise Implementation and Troubleshooting

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## QUESTION 1

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

- A. PROXY
- B. Cross Origin Resource Sharing (CORS)
- C. Hazelcast
- D. JSONP

Correct Answer: B

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pce\\_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/pce_12_5_1/release/guide/pcce_b_1251_pcce-release-notes/pcce_b_1251_pcce-release-notes_chapter_010.pdf)

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## QUESTION 2

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

- A. PROCMON
- B. Diagnostic framework portico
- C. OPCTEST
- D. DUMPLOG
- E. Unified System CLI
- F. RTTEST

Correct Answer: ADE

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)

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## QUESTION 3

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

- A. Setup login

- B. Windows login
- C. Local administrator login
- D. Service Account login

Correct Answer: D

The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

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#### QUESTION 4

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.

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#### QUESTION 5

Which three modes can implement single sign-on in PCCE? (Choose three.)

- A. Non-SSO
- B. SSO
- C. IdS
- D. IdP
- E. SAML
- F. Hybrid

Correct Answer: ABF

SSO -Enable all agents and supervisors in the deployment for SSO. Hybrid -Enable agents and supervisors selectively in the deployment for SSO. ... Non-SSO -Continue to use existing Active Directory-based and local authentication, without SSO. [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pce\\_12\\_6\\_1/maintenance/guide/pcce\\_b\\_features-guide-1261/pcce\\_b\\_features-guide-1261\\_chapter\\_01110.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pce_12_6_1/maintenance/guide/pcce_b_features-guide-1261/pcce_b_features-guide-1261_chapter_01110.html)

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