

500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What should be deployed to provide a web-based administrative interface even though Unified CCE provides Configuration Manager as the legacy User Interface for administrators?

- A. WebSetup
- B. Contact Centre Management Portal (CCMP)
- C. LDAP Plugin
- D. Single Pane of Glass (SPOG)

Correct Answer: D

Single Pane of Glass (SPOG) is a web-based administrative interface that provides administrators with an intuitive and unified view of the entire contact center environment. It is designed to provide administrators with a single interface to manage all aspects of the contact center, including agents, skills, queues, and reports. SPOG provides a more user-friendly interface than the legacy Configuration Manager, making it easier for administrators to manage the contact center environment. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/spog/10_5_1/cce_b_spog-admin-guide-1051.html

QUESTION 2

What are the Active and Configured CUIC Users for the 2K deployment model?

- A. 100/600
- B. 200/400
- C. 200/800
- D. 200/1200

Correct Answer: C

The active users are the number of users who are currently logged in and using the system, while the configured users are the maximum number of users that the system is licensed and configured to support. In a 2K deployment model, it means that the system can support up to 800 CUIC users and currently 200 users are actively using it. It's important to note that these numbers are approximate, as it would depend on the specific deployment and usage scenario.

QUESTION 3

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

Correct Answer: B

Microapps are defined and configured using the Web Administration Manager (S.P.O.G) in the Route Settings -> Media Routing Domain section. In this section, you can define and configure the microapps that will be used in the CVP

environment. You can define the microapps, set the default values, and configure the routing logic for each microapp. Additionally, you can define the audio files and scripts that will be used with the microapps.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/installation/guide/ccce85install/ccce85install_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/ccce85cfg_chapter_0602.html

QUESTION 4

What are two tasks of a PCCE initialization under Unified CCE PG? (Choose two.)

- A. Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM.
- B. Creates just VRU PG; VRU PIMs need to be added manually.
- C. Creates the Media Routing PG (MR PG) with three MR PIMs.
- D. Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG.
- E. Downloads JTAPI from the Unified Communications Manager, but manually need to be installed in the Unified CCE PG.

Correct Answer: CD

QUESTION 5

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

- A. voice gateway must be dedicated for VXML browser sessions.
- B. Cisco Unified Border Element must be configured as media pass flow-around mode.
- C. Cisco Unified Border Element must be configured as media pass flow-through mode.
- D. Box-to-box Cisco Unified Border Element must be used for redundancy.

Correct Answer: C

In a Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment, the Cisco Unified Border Element must be configured as media pass flow-through mode. In this mode, the Unified Border Element is configured to route all media traffic directly to the customer voice portal and not through the voice

gateway.

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