

500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What is an enterprise-focused Session Border Controller (SBC) providing voice and video connectivity from the enterprise IP network to service provider SIP trunks?

- A. CUCM
- B. CUBE
- C. CVP
- D. DNIS

Correct Answer: B

A Session Border Controller (SBC) is a networking device designed to secure and control voice and video traffic as it enters and leaves an enterprise IP network. An enterprise-focused SBC provides voice and video connectivity from the enterprise IP network to service provider SIP trunks, ensuring that the calls are compliant with service provider requirements. CUBE (Cisco Unified Border Element) is an enterprise-focused SBC from Cisco that provides voice and video connectivity from the enterprise IP network to service provider SIP trunks. CUCM (Cisco Unified Communications Manager), CVP (Customer Voice Portal), and DNIS (Dialed Number Identification Service) are not enterprise-focused SBCs.

QUESTION 2

What are two ways to deploy security certificates in CCE? (Choose two.)

- A. Certificate Authority (CA)
- B. 3rd party signed
- C. Security Authority (SA)
- D. Digitally signed
- E. Self-signed

Correct Answer: AD

Two ways to deploy security certificates in CCE are Certificate Authority (CA) and Digitally Signed. A Certificate Authority (CA) is an organization that issues digital certificates to authenticate the identity of a user or service. A digitally signed

certificate is one that is digitally signed by the entity that is issuing it, such as the Certificate Authority. This ensures that the certificate is not tampered with or altered in any way.

References:

- [1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact_center/crs/ express_8_5/configuration/guide/ccce85cfg/ccce85cfg_chapter_0501.html
- [2] https://tools.i etf.org/html/rfc4158



QUESTION 3

Which telephony	doployment is	hotwoon a	TDM trunk or	od a VALIDA
vvriich telephony	deployment is	between a	T DIVI LI ULIK AL	iu a voir :

- A. CUCM
- B. CUBE
- C. Voice gateway (VGW)
- D. CUSP

Correct Answer: C

The telephony deployment between a TDM trunk and a VOIP is a voice gateway (VGW). A voice gateway is a hardware or software device that acts as a bridge between a TDM trunk and a VOIP network. It allows TDM and VOIP calls to be connected and terminated, and can also provide additional features such as call routing, call forwarding, call waiting, and call recording. CUCM, CUBE, and CUSP are not involved in this type of deployment.

QUESTION 4

Which service is used to provide authorization between the Identity Provider (IdP) and application?

- A. SAML
- B. OAuthv2
- C. Active Directory Federation Services (ADFS)
- D. Identity Service (IdS)

Correct Answer: B

The service used to provide authorization between the Identity Provider (IdP) and application is OAuthv2. OAuthv2 is an open standard for authorization that enables applications to securely access resources from an IdP without having to manage the user credentials. OAuthv2 provides the IdP with the ability to grant limited access to its resources without having to share the user\\'s credentials. Active Directory Federation Services (ADFS) and SAML are also commonly used for authorization, but OAuthv2 is the most widely used protocol for providing authorization between an IdP and an application.

QUESTION 5

Which tool manages IIS certificates on the CCE servers?

- A. System CLI
- B. Keytool
- C. SSLUtil
- D. OPENSSL



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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

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