

500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which team is responsible for ensuring that servers designated for use by CCE VMs meet these requirements, including but not limited to Storage System Performance and IOPS (Input/Output Operations Per Second) Requirements?

- A. Design team
- B. Deployment team
- C. Support Team
- D. Sales team

Correct Answer: B

The Deployment team is responsible for ensuring that servers designated for use by CCE VMs meet the requirements for Storage System Performance and IOPS. This includes verifying that the server hardware meets the specified requirements, such as the number of drives, drive size, and RAID configuration. Additionally, the Deployment team must ensure that the server meets the required IOPS, which is determined by the server type, storage system configuration, and workloads.

QUESTION 2

Which sync is triggered when an administrator performs any create, update, or delete operation on a specific configuration item?

- A. Automated differential
- B. Push
- C. Manual differential
- D. OnDemand

Correct Answer: B

The sync that is triggered when an administrator performs any create, update, or delete operation on a specific configuration item is Push. Push is a synchronization method that allows administrators to trigger synchronization of changes to a

specific configuration item, such as a device or service, and to any related configuration items. Push synchronization is triggered immediately, and can be used to quickly synchronize all changes to a specific configuration item.

References:

[1] https://www.cisco.com/c/en/us/td/docs/net_mgmt/network_automation_and_programmability/one_plus/b_one_plus_getting_started/b_one_plus_getting_started_chapter_01.html

[2] https://www.cisco.com/c/en/us/td/docs/net_mgmt/smart_software_manager/one/2-2/user_guide/b_one_user_guide_22/b_one_user_guide_22_chapter_01.html

QUESTION 3

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 4

What is important to remember about VMs when deploying Direct Attached Storage (DAS) only systems?

- A. Failure of a physical server brings down only specific VMs allocated to that specific storage and installed on that VMware vSphere Host.
- B. Failure of a physical server doesn't bring down all the VMs that are installed on that VMware vSphere Host.
- C. Failure of a VM brings down all the components that are installed on the VM.
- D. Failure of a VM doesn't bring down all the components that are installed on the VM.

Correct Answer: B

When deploying a Direct Attached Storage (DAS) only system, it is important to remember that failure of a physical server will not bring down all the VMs that are installed on that VMware vSphere Host. Each VM is allocated to a specific storage, so only the VMs that are installed on the failed physical server will be affected. Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization_deployment/guide/vdeploy/b_vdeploy_chapter_01001.html

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/pccce_11_5_1/maintenance/Guide/PCCE_BK_P5F

QUESTION 6

What are two types of upgrades available for CCE? (Choose two.)

- A. Common Ground
- B. User Interface
- C. Deviation
- D. Technology Refresh
- E. Standard

Correct Answer: DE

Two types of upgrades available for CCE are Technology Refresh and Standard. Technology Refresh upgrades replace outdated hardware and software components with the latest versions, while Standard upgrades include features and bug fixes.

QUESTION 7

Which type of machine will run an automated deferred sync job?

- A. Principal AW machine
- B. AW client machine
- C. Secondary AW machine
- D. AW/HDS machine

Correct Answer: D

An AW/HDS machine is a hybrid of an AW client machine and a Secondary AW machine, and it is used to run automated deferred sync jobs. These jobs are typically used to transfer data between two or more AW machines, and the AW/HDS

machine acts as the intermediary, making sure that all of the data is kept up-to-date and in sync.

References:

[1] https://www.oracle.com/webfolder/technetwork/tutorials/obe/fmw/oim/11gR2-PS3/OIM_11gR2_PS3_Installation/OIM_11gR2_PS3_Installation_Step2.html

[2] https://docs.oracle.com/cd/E24628_01/doc.121/e28814/config_hds_aw.htm

[3] <https://docs.oracle.com/en/middleware/lifecycle/12.2.1.4/core/one-time-processes-deferred-synchronization-jobs.html>

QUESTION 8

Which three statements describe fails in the high availability of Cisco Unified Intelligent Contact Management central controller? (Choose three.)

- A. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.
- B. If the private LAN fails, the Peripheral Gateways are used to help determine the active call router side of the duplex pair.
- C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side
- D. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- E. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- F. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.

Correct Answer: ADF

A: When ICM Logger side A fails, ICM call router side B can't send historical information to ICM Logger side A and is limited to ICM Logger side B. This is because ICM loggers act as a buffer between ICM call routers and the historical data

store, and if one side fails, the other side can't send historical data to it.

(Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5/installation/guide/icm_install/icm_high.html)

D: If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN. This is because ICM call routers

communicate with each other over a private LAN using heartbeats. If one ICM call router stops sending heartbeats, the other ICM call router knows that it has failed and takes over the processing of calls.

(Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5/installation/guide/icm_install/icm_high.html)

F: During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully. This is because when a Cisco Unified ICM call router fails,

the surviving ICM call router takes over the processing of calls. This can cause calls in progress in Cisco Unified CVP to

be disconnected, but new calls will be processed successfully.

(Reference:https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5/installation/guide/icm_install/icm_high.html)

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/design/guide/icm85des/icm85des_chap_01.html

[2] <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-contact-center-enterprise>

QUESTION 9

What are two roles of a Certificate Authority (CA) in a trusted third-party CA certificate? (Choose two.)

- A. to provide validation of certificate requests
- B. to issue a CA signed Identity certificates
- C. to provide domain validation certificate
- D. to import the root CA certificate to each component
- E. to generate a new Certificate Signing Request (CSR)

Correct Answer: AB

A. to provide validation of certificate requests: A CA is responsible for verifying the identity of an entity before issuing a certificate. This includes verifying the entity's identity, such as by checking government-issued identification or business

registration documents.

B. to issue a CA-signed Identity certificates: After validating the entity's identity, the CA issues the certificate, which is signed by the CA's private key. This certificate can be used to authenticate the identity of the entity, establish trust and

secure communication.

References:

<https://tools.ietf.org/html/rfc5280>

<https://www.globalsign.com/en/ca-services/what-is-a-ca/>

QUESTION 10

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>

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