

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

Cisco Contact Center Enterprise Implementation and Troubleshooting

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### QUESTION 1

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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### QUESTION 2

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode when using microapps?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- C. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: B

For calls that originate from Cisco Unified Communications Manager (CUCM) to Cisco Unified CVP using Comprehensive mode when using microapps, core components that are required include a CUCM CTI Route Point and SIP Trunk, an ICM CVP Type 2 VRU, Network VRU labels, and a VXML Gateway. CVP Type 10 VRUs are not required for such calls.

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### QUESTION 3

How is a call assigned to a call type in the PCCE system?

- A. when the call terminates, and data is written to the Cisco TCD table
- B. when the call is first post-routed from Cisco Unified Customer Voice Portal

- C. when the call is routed to an agent
- D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B

The call is assigned to a call type in the PCCE system when the call is first post-routed from Cisco Unified Customer Voice Portal (Unified CVP). The call type is determined by the data in the Cisco TCD table [1]. The call type is then used to guide the call routing scripts and determine how the call is routed to an agent [2].

1.

Solution Design Guide for Cisco Unified Contact Center Enterprise ...  
[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/icm\\_enterprise\\_12\\_6\\_1/design/guide/ucce\\_b\\_ucce\\_soldg-forunified-cce-1261/rcct\\_b\\_ucce\\_soldg-for-unified-cce-1261\\_chapter\\_011.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_1/design/guide/ucce_b_ucce_soldg-forunified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html)

2.

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/pce\\_11\\_5\\_1/maintenance/Guide/PCCE\\_BK\\_P5F](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pce_11_5_1/maintenance/Guide/PCCE_BK_P5F)

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#### QUESTION 4

Where can the readiness for the CCE deployment be verified?

- A. CCE Web Admin -inventory
- B. CCE Web Admin -> Machines -inventory
- C. CCE Web Admin -> Deployment Settings -Inventory
- D. CCE Web Admin -> Infrastructure -Inventory

Correct Answer: C

The readiness for the CCE deployment can be verified by navigating to the CCE Web Admin -> Deployment Settings -Inventory page. This page contains information on the infrastructure that is required for the CCE deployment, including the number of servers, the region, and the type of deployment.

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#### QUESTION 5

Where can the SAML Certificate Expiry details be checked in PCCE Web Administration Manager (S.RO.G)?

- A. Features -> Context Service
- B. Infrastructure Settings -> License Management
- C. Features -> Single Sign-On
- D. Infrastructure Settings -> Device Configurations -> Identity Services

Correct Answer: C

The SAML Certificate Expiry details can be checked in the PCCE Web Administration Manager (S.RO.G) under the Features -> Single Sign-On menu. This menu can be used to view the certificate details, such as the issuer, validity period,

and expiry date. This can be useful for ensuring that the certificate does not expire before its intended use.

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/pccx/pccx\\_11\\_0\\_1/pccx\\_b\\_pccx-web-admin-manager-guide-110/pccx\\_b\\_pccx-web-admin-manager-guide\\_chapter\\_011.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/pccx/pccx_11_0_1/pccx_b_pccx-web-admin-manager-guide-110/pccx_b_pccx-web-admin-manager-guide_chapter_011.html)

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