

500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which two validations will be completed for the PCCE production deployment model on an ESXi server? (Choose two.)

- A. Linux verification for containers.
- B. The hypervisor provides enough power.
- C. The lab is deployed properly.
- D. Ensure that the correct servers are on the correct sides.
- E. Correct RAM and CPU are being deployed.

Correct Answer: DE

Ensure that the correct servers are on the correct sides ensures that the ESXi server hosting the PCCE production environment is configured according to the documentation and that the correct servers are on the correct sides. Ensure that

the correct RAM and CPU are being deployed ensures that the ESXi server is configured to have the correct amount of RAM and CPU cores for the PCCE production environment.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/design/guide/uccx106des/uccx106des_chapter_01.html

[2] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/installation/guide/uccx106ins/ucc

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

QUESTION 3

What is needed to execute a particular script that is configured using script explore for a specific time?

- A. Dialed Number mapped to a CallType and in turn mapped to a scheduled script
- B. Dialed Number mapped to a CallType
- C. Dialed Number with scheduled script
- D. Agent mapped to Dialed Number and Dialed Number in turn mapped with scheduled script

Correct Answer: A

In order to execute a particular script that is configured using script explorer for a specific time, it is necessary to map the dialed number to a call type, and in turn, map the call type to a scheduled script.

The dialed number is the number that a customer dials to reach the contact center. When the call is received, the call type is determined based on the dialed number. The call type is a category that describes the type of call, such as sales,

support, or billing. Once the call type is determined, the appropriate script can be executed. Script explorer allows you to configure different scripts for different call types and schedule them to be executed at specific times.

To ensure the correct script is executed at the right time, the dialed number must be mapped to the appropriate call type, and the call type must be mapped to the scheduled script.

Cisco ICM Script Explorer (<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-command-reference-guides-list.html>)

Cisco ICM Call Type (https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1/

[ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html))

QUESTION 4

Which powerful tool supports Element Grouping, Time of Day routing, and Call Admission Control?

- A. VGW
- B. CUSP
- C. CUBE
- D. CUCM

Correct Answer: C

The powerful tool that supports Element Grouping, Time of Day routing, and Call Admission Control is CUBE (Cisco Unified Border Element). CUBE is a powerful routing tool that provides intelligent call routing, call admission control, and

Quality of Service (QoS) for voice, video, and data traffic. It supports Element Grouping, which allows for multiple paths for the same endpoint to be used for load balancing and redundancy. It also supports Time of Day routing, which allows

for the selection of a routing path based on the time of day for a call. Finally, it supports call admission control, which ensures that calls are routed according to the QoS parameters set by the administrator.

References:

[1] <https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-border-element/datasheet-c78-735741.html>

[2] <https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/cube-book/cube-book.html>

QUESTION 5

Which two certificates need to be uploaded to VOS servers for CA Signed certificate management? (Choose two.)

- A. CA Certificate:tomcat
- B. CA Signed Certificate from CSR Request:tomcat
- C. 3rd party signed Certificate
- D. CA Certificate:tomcat-trust
- E. CA Signed Certificate from CSR Request:tomcat-trust

Correct Answer: AD

These two certificates need to be uploaded to VOS servers for CA Signed certificate management. The CA Certificate is used to verify the authenticity of the server and the CA Signed Certificate from the CSR Request is used to generate the server's private key. The tomcat-trust certificate is used by the server to trust other SSL certificates. Reference: <https://docs.microsoft.com/en-us/azure/virtual-machines/linux/tutorial-certificate-management#upload-the-certificates>

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