Cisco

500-444 Exam

Cisco Contact Center Enterprise

Questions & Answers

(Demo Version - Limited Content)

Version: 4.0

Question: 1

Which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse? (Choose two.)

A. Domain validation certificate
B. Digital certificate
C. Self-signed certificate
D. Certificate authority certificate
E. Root certificate

Answer: CD

Explanation:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/fines
se_1151/Admin/guide/CFIN_BK_C0CD262D_00_cisco-finesse-administration-guide-
1151/CFIN_BK_C0CD262D_00_cisco-finesse-administration-guide-1151_chapter_01001.pdf

Question: 2

What are two specifications for UC on UCS Tested Reference Configuration (TRC)? (Choose two.)

A. defined as Configuration Based
B. VMware vSphere is optional
C. VMware vCenter is required
D. defined as Rule Based
E. VMware vSphere is required

Answer: AE

Question: 3

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

A. CTI route point

B. Agent IP phone
C. Route pattern
D. Translation pattern

Answer: A

Question: 4

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

Answer: C

Question: 5

What are two components of Cisco VOS? (Choose two.)

A. Finesse
B. CCE
C. CUIC
D. CVP
E. ECE

Answer: AC

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