



**Free Questions for 500-444 by certsinside**

**Shared by Weaver on 24-05-2024**

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# Question 1

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**Question Type:** MultipleChoice

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What will the caller hear if Cisco Unified ICM sends back a label of 91919191?

## Options:

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- A- MoH
- B- Ringing
- C- an error message
- D- Audio

## Answer:

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C

## Explanation:

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In Cisco's Intelligent Contact Management (ICM) solution, a label is a string of characters or digits that is used to route calls to specific destinations or play specific prompts to the caller. When ICM sends back a label of 91919191, it is an invalid or non-existent label and

the caller will hear an error message. This error message could be a pre-recorded message or a system generated message such as 'The dialed number is not in service' or 'Invalid extension, please try again'.

It's important to note that MoH (Music on Hold) is a feature that plays music or pre-recorded announcements to callers while they are on hold, Ringing is the sound that a caller hears when the call is being connected and Audio is a general term that refers to the sound or voice that is played to the caller.

## Question 2

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**Question Type:** MultipleChoice

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Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

### Options:

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- A-** voice gateway must be dedicated for VXML browser sessions.
- B-** Cisco Unified Border Element must be configured as media pass flow-around mode.
- C-** Cisco Unified Border Element must be configured as media pass flow-through mode.

**D-** Box-to-box Cisco Unified Border Element must be used for redundancy.

**Answer:**

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C

**Explanation:**

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In a Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment, the Cisco Unified Border Element must be configured as media pass flow-through mode. In this mode, the Unified Border Element is configured to route all media traffic directly to the customer voice portal and not through the voice gateway.

## Question 3

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**Question Type:** MultipleChoice

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Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

**Options:**

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- A- Setup login
- B- Windows login
- C- Local administrator login
- D- Service Account login

**Answer:**

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D

**Explanation:**

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The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

## Question 4

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**Question Type:** MultipleChoice

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Which three modes can implement single sign-on in PCCE? (Choose three.)

## Options:

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A- Non-SSO

B- SSO

C- IdS

D- IdP

E- SAML

F- Hybrid

## Answer:

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A, B, F

## Explanation:

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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/pcce\\_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/pcce_12_6_1/maintenance/guide/pcce_b_features-guide-1261/pcce_b_features-guide-1261_chapter_01110.html)

## Question 5

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**Question Type:** MultipleChoice

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Which protocol is used between ICM Central Controller and IVR/CUCM PG?

**Options:**

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**A-** OCTI

**B-** Device Management Protocol (DMP)

**C-** SIP

**D-** ccagent

**Answer:**

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B

**Explanation:**

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Device Management Protocol (DMP) is a protocol used between ICM Central Controller and IVR/CUCM PGs. It is used to send commands, such as to bring up a voice channel, to the PGs. OCTI, SIP, and ccagent are not protocols used between ICM Central Controller and IVR/CUCM PGs.

## Question 6

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**Question Type:** MultipleChoice

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Where can the readiness for the CCE deployment be verified?

### Options:

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

### Answer:

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C



**Explanation:**

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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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