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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What are two functions of a SIP Proxy Server? (Choose two.)

A. centralizes dial plans

B. connects to Call Router

C. handles box-to-box redundancy

D. helps to centralize the administration and call control

E. load balancer for HTTP and SIP

Correct Answer: AD

A SIP Proxy Server is a network element that helps to centralize the administration and call control, as well as the management of SIP sessions. It can also be used to centralize dial plans, which are the instructions that are used to route calls.

Additionally, a SIP Proxy Server can be used to provide load balancing, which helps to ensure that calls are routed to the most appropriate server.

Reference: https://www.voip-info.org/sip-proxy-server/

QUESTION 2

Which mode can be used to display data flow in the Script?

A. Edit Mode

B. Monitor Mode

C. Quick Edit Mode

D. Browse Mode

Correct Answer: B

Monitor Mode is a feature of the Packaged CCE Script Editor that allows you to view the flow of data through the script. This can be used to troubleshoot any issues with the script and ensure that it is functioning properly. Edit Mode is used to edit the Script, Quick Edit Mode is used to quickly edit basic script elements, and Browse Mode is used to view the data elements available in the Script.

QUESTION 3

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

Correct Answer: AD

The UCS Tested Reference Configuration (TRC) is a validated server configuration for running Unified Computing System (UCS) in a data center environment. It is defined as either Configuration Based or Rule Based, depending on the specific use case. Configuration Based defines the server configuration based on specific performance characteristics, while Rule Based defines the server configuration based on specific usage. VMware vCenter is required for either Configuration Based or Rule Based, while VMware vSphere is optional.

QUESTION 4

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

A. MoH

B. Ringing

C. an error message

D. Audio

Correct Answer: C

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 5

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_programma bility/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

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QUESTION 6

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

A. Setup login

B. Windows login

C. Local administrator login

D. Service Account login

Correct Answer: D

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 7

Which keytool command lists certificates in the cacerts file?

A. keytool -list -showinfo

B. keytool -list -keystore cacerts

C. keytool -list cacerts

D. keytool -list -alias

Correct Answer: B

The command keytool -list -keystore cacerts can be used to list certificates in the cacerts file. This command will display information about the certificates in the cacerts file, including the certificate\\'s alias, owner, issuer, and validity period.

This command can be used to verify the certificates that are used for authentication and secure communication.

Reference: https://docs.oracle.com/cd/E19509-01/820-3503/gghji/index.html

QUESTION 8

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 9

What are two functions of the Cisco CiscoCertUtil tool? (Choose two.)

A. is supported on servers running Linux Server

B. generates certificate signing requests (CSR)

C. generates self-signed certificates in the PEM format, which is an X509 extension

D. creates a log file pertaining to the operations that it performs for troubleshooting

E. validates any certificate

Correct Answer: BD

The Cisco CiscoCertUtil tool is a command-line utility that can be used to generate Certificate Signing Requests (CSRs), generate self-signed certificates in the PEM format (which is an X509 extension), validate any certificate, and create a log file pertaining to the operations that it performs for troubleshooting. This can be useful for troubleshooting any issues that may arise when generating or validating certificates. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/refere nce/cme_cr21/cme_cr21_3_2_3.html

QUESTION 10

What are two considerations for PCCE 2K installation? (Choose two.)

A. add Router Logger after installing software

B. add PGs via PG setup after installing the software

C. run Domain Manager tool, add root, facility, and instance

D. run Websetup after installing the software

E. needs ICM/CCE software installed on all ICM/CCE servers

Correct Answer: CE

Two considerations for PCCE 2K installation are to run Domain Manager tool, add root, facility, and instance, and to ensure that ICM/CCE software is installed on all ICM/CCE servers. The Domain Manager tool allows the administrator to define the domain structure for PCCE and add root, facility, and instance objects. Additionally, Websetup should be run after installing the software to configure the ICM/CCE environment. Adding PGs via PG Setup should only be done after installing the software, and it is not necessary to add Router Logger after installation.

QUESTION 11

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.cisc o.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/insta
llation/guide/uccx106ins/ucc

QUESTION 12

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 13

Which two claim rules will be added to specify the claims sent from ADFS to Cisco Identity Service as part of a successful SAML assertion in PCCE? (Choose two.)

A. sAMAccountName -Logon names maintained for backward compatibility

B. user_principal -For Identifying the authentication realm of the user in the assertion sent to Cisco Identity Service.

C. E-Mail Address -For the Outgoing claim type

D. Unspecified -For the Incoming name ID format

E. uid -For Identifying the authenticated user in the claim sent to the applications

Correct Answer: AE

When configuring SAML authentication for PCCE (Cisco Packaged Contact Center Enterprise) with ADFS (Active Directory Federation Services), you will need to specify certain claim rules that determine which attributes of the user\\'s AD

account will be sent in the SAML assertion to Cisco Identity Service. sAMAccountName is a common attribute that contains the logon name for the user, used for backwards compatibility with older systems that may not support newer

authentication methods.

uid is an attribute that can be used to uniquely identify the user in the claims sent to the applications. This attribute is used in Cisco Identity Service to match the user to their corresponding PCCE account.

QUESTION 14

What is the URL for the VOS O/S admin page?

A. https://:8443/cmplatform

B. https://:8443/osadmin

C. https://:8443/vosplatform

D. https://:80/cmplatform

Correct Answer: B

The URL for the VOS O/S admin page is https://:8443/osadmin. This page allows administrators to manage the VOS operating system, including viewing logs, managing users and groups, and managing system settings. It is also possible to access the VOS platform administration page from this page, as well as access the VOS REST API. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/vos/admin/admin_refere nce/vos_admin_reference_chapter_01001.html

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QUESTION 15

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/p cce_11_5_1/maintenance/Guide/PCCE_BK_P5F

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