



CISCO 500-444

**Cisco Contact Center Enterprise Implementation and
Troubleshooting Certification Questions & Answers**

Exam Summary – Syllabus – Questions

500-444

[Advanced Unified Contact Center Enterprise Specialization](#)

**55-65 Questions Exam – Variable (750-850 / 1000 Approx.) Cut Score – Duration of 90
minutes**

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Know Your 500-444 Certification Well:

The 500-444 is best suitable for candidates who want to gain knowledge in the Cisco Channel Partner and Other. Before you start your 500-444 preparation you may struggle to get all the crucial Contact Center Enterprise Implementation and Troubleshooting materials like 500-444 syllabus, sample questions, study guide.

But don't worry the 500-444 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all [your queries like-](#)

- What is in the 500-444 syllabus?
- How many questions are there in the 500-444 exam?
- Which Practice test would help me to pass the 500-444 exam at the first attempt?

Passing the 500-444 exam makes you Advanced Unified Contact Center Enterprise Specialization. Having the Contact Center Enterprise Implementation and Troubleshooting certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Cisco 500-444 Contact Center Enterprise Implementation and Troubleshooting Certification Details:

Exam Name	Cisco Contact Center Enterprise Implementation and Troubleshooting
Exam Code	500-444
Exam Price	\$300 USD
Duration	90 minutes
Number of Questions	55-65
Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	Implementing Cisco Contact Center Enterprise (CCEI) Troubleshooting Cisco Contact Center Enterprise (CCET)

Exam Registration	PEARSON VUE
Sample Questions	Cisco 500-444 Sample Questions
Practice Exam	Advanced Unified Contact Center Enterprise Specialization Practice Test

500-444 Syllabus:

Section	Weight	Objectives
PCCE Implementation Preparation	30%	<ul style="list-style-type: none">- Describe planning a PCCE Deployment- Explain PCCE Deployment and Staging- Describe software preparation- Explain Certificate Administration
PCCE Implementation Initialization	10%	<ul style="list-style-type: none">- Understand Integration Wizard- Describe a PCCE site addition- Explain CUIC/Live Data/Finesse Integration
PCCE implementation – Configuration	30%	<ul style="list-style-type: none">- Explain the personalization of the PCCE Dial Plan- Understand deployment from configuration to validation- Explain scripting- Describe Single Sign-On
Troubleshooting	30%	<ul style="list-style-type: none">- Explain the Flows and Process review- Describe the Diagnostic Framework- Understand Applied CCE Troubleshooting

Cisco 500-444 Sample Questions:

Question: 1

Personalizing the dial plan can impact which of the following areas?

(Choose Three)

- a) Call routing efficiency
- b) Agent productivity
- c) Network security level
- d) Customer satisfaction
- e) Hardware requirements

Answer: a, b, d

Question: 2

In Applied CCE Troubleshooting, what is essential to verify first when an issue arises?

- a) The most recent system updates
- b) The CEO's approval of troubleshooting measures
- c) The impact of the issue on stock prices
- d) The color accuracy of monitors

Answer: a

Question: 3

What tools are commonly used in Applied CCE Troubleshooting to diagnose system issues?
(Choose Two)

- a) System logs
- b) Customer satisfaction surveys
- c) Network diagnostic tools
- d) Financial planning software

Answer: a, c

Question: 4

How are microapps defined and configured using PCCE Web Administration Manager (S.P.O.G)?

- a) Desktop Settings -> Resources -> Call Variables Layout
- b) Route Settings -> Sip Server Groups
- c) Route Settings -> Media Routing Domain
- d) Call Settings-> IVR Settings->Network VRU Scripts

Answer: c

Question: 5

What impact does scripting have on customer interactions in a PCCE setup?

- a) Increases the duration of each call
- b) Provides consistent and efficient handling of calls
- c) Decreases the personalization of customer service
- d) Reduces the need for customer feedback

Answer: b

Question: 6

During PCCE deployment, what does staging effectively validate?

- a) Marketing strategies
- b) Employee satisfaction
- c) System resilience and failover capabilities
- d) Environmental impact assessments

Answer: c

Question: 7

After using the Integration Wizard, what is an essential next step in PCCE implementation?

- a) Conducting a performance review for all employees
- b) Testing configurations for functionality and reliability
- c) Signing off on the project budget
- d) Celebrating the launch

Answer: b

Question: 8

When reviewing flows and processes, what aspects are crucial to evaluate?

(Choose Two)

- a) Entertainment options available to employees
- b) Compliance with industry standards
- c) Color scheme of workflow diagrams
- d) Efficiency of the workflow

Answer: b, d

Question: 9

Effective flow and process review should lead to which of the following improvements?

- a) Enhanced operational efficiency
- b) More accurate weather forecasting
- c) Better cafeteria menu options
- d) Increased employee vacation days

Answer: a

Question: 10

How does an optimized dial plan benefit the overall operation of a PCCE?

- a) It reduces the clarity of voice communications.
- b) It enhances the effectiveness of marketing campaigns.
- c) It increases the need for manual intervention.
- d) It improves customer service by reducing wait times.

Answer: d

Study Guide to Crack Cisco Contact Center Enterprise Implementation and Troubleshooting 500-444 Exam:

- Getting details of the 500-444 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 500-444 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Cisco provided training for 500-444 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 500-444 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 500-444 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 500-444 Certification

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