Cisco Contact Center Enterprise Implementation and Troubleshooting v1.0 (500-444)

Exam Description: Cisco Contact Center Enterprise Implementation and Troubleshooting v1.0 (500-444) tests a candidate's knowledge of PCCE Implementation Preparation, Initialization, Configuration and Troubleshooting. The courses Troubleshooting Cisco Contact Center Enterprise (CCET) and Implementing Cisco Contact Center Enterprise (CCEI) helps candidates to prepare for this exam.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. To better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

30% 1.0 PCCE Implementation Preparation
   1.1   Describe planning a PCCE Deployment
   1.2   Explain PCCE Deployment and Staging
   1.3   Describe software preparation
   1.4   Explain Certificate Administration

10% 2.0 PCCE Implementation Initialization
   2.1   Understand Integration Wizard
   2.2   Describe a PCCE site addition
   2.3   Explain CUIC/Live Data/Finesse Integration

30% 3.0 PCCE implementation – Configuration
   3.1   Explain the personalization of the PCCE Dial Plan
   3.2   Understand deployment from configuration to validation
   3.3   Explain scripting
   3.4   Describe Single Sign-On

30% 4.0 Troubleshooting
   4.1   Explain the Flows and Process review
   4.2   Describe the Diagnostic Framework
   4.3   Understand Applied CCE Troubleshooting