



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

Select and Place:

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Dial Number Analyzer

Real-Time Monitoring Tool

DBLhelper

EventViewer

Windows Performance Monitor

Displays Application, Security, and System Logs

Monitors preconfigured management objects and generates alerts

Validates call path (CTI RP, DN, Phone, Route Pattern, or Translation Patterns)

Checks Database Replication on Publisher within a Cisco Unified Communications Manager cluster

Monitors Windows Operating System and Cisco Unified Communications Manager counters and stats

Select and Place:



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Correct Answer:

Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

EventViewer

Real-Time Monitoring Tool

Dial Number Analyzer

DBLhelper

Windows Performance Monitor



QUESTION 2

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, an agent is having trouble logging in to the system. In reviewing the CTI OS log file, the error message has been found in the log. What is the likely cause of this error?

```
10:34:21 CTIOS1-ctios Trace: CSystemEvent::DecodeMessage Begin, Packet length 34
10:34:21 CTIOS1-ctios Trace: SYSTEM_EVENT received: PGStatus:0, ICMCentralControllerTime:1207060713
SystemEventID:10 Arg1:5000 Arg2:4294967295 Arg3:0 Text:(null)
10:34:21 CTIOS1-ctios Trace: >> CG: [SYSTEM]:EVT: eSystemEvent( eSysInstrumentOutOfService )
10:34:21 CTIOS1-ctios Trace: CServiceBroker::HandleSystemEvent(). ERROR - No AgentInstrument provided in
SYS_INSTRUMENT_OUT_OF/BACK_IN_SERVICE
```

- A. The agent's phone is not associated with the PG User.
- B. The agent's password was typed incorrectly or is not valid.
- C. The agent's CTIOS client is running a lower version than the CTIOS on the Peripheral Gateway.
- D. The client cannot communicate with the CTIOS on port 42028.

Correct Answer: A

QUESTION 3

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

Select and Place:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

DumpCfg

General purpose command-line debugging on Cisco Unified ICM processes

RTTest

Used to interpret an Cisco Unified ICM Call Router's events and states

OPCTest

Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)

RTRTrace

Manage various SQL Server operating parameters and create/modify databases

Procmon

Interprets a Peripheral Gateway's status and statistics

ICMDBA

Sets debug levels on an Cisco Unified ICM Call Router process

Select and Place:



Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

DumpCfg

General purpose command-line debugging on Cisco Unified ICM processes

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Interprets a Peripheral Gateway's status and statistics

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Sets debug levels on an Cisco Unified ICM Call Router process

Correct Answer:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

Procmon

RTTest

DumpCfg

ICMDBA

OPCTest

RTRTrace

QUESTION 4



Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

Select and Place:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR
MCVD
JTAPI
MARC
MEDT

Low-level Unified CM Communications
Script Editor
Cluster Framework
Archive Tool
Workflow Application Framework

Correct Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

JTAPI
MEDT
MCVD
MARC
MIVR

QUESTION 5

In a Cisco Unified Contact Center Enterprise system, external callers being queued on the Cisco Unified IP IVR are reporting voice quality issues with the Cisco Unified IP IVR prompts as being "choppy." Which two actions would be helpful in finding the problem? (Choose two.)

- A. Check that the codec configuration matches between the voice gateway configuration on the Cisco Unified Communications Manager, and the codec configured on the Cisco Unified IP IVR/CRS server.
- B. Trace the voice path of a problem call through the network, collecting and analyzing traffic from the voice gateway and Cisco Unified IP IVR/CRS server.
- C. Enable Performance Monitor counters on the Cisco Unified IP IVR/CRS server to monitor CPU and memory usage.
- D. Collect JTAPI logs from the Cisco Unified IP IVR to investigate any errors with the call control messages.



E. Verify the MTP resources that are available in Cisco Unified Communications Manager for this call flow.

Correct Answer: BC

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