



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

Pass Cisco 642-243 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/642-243.html>

100% Passing Guarantee
100% Money Back Assurance

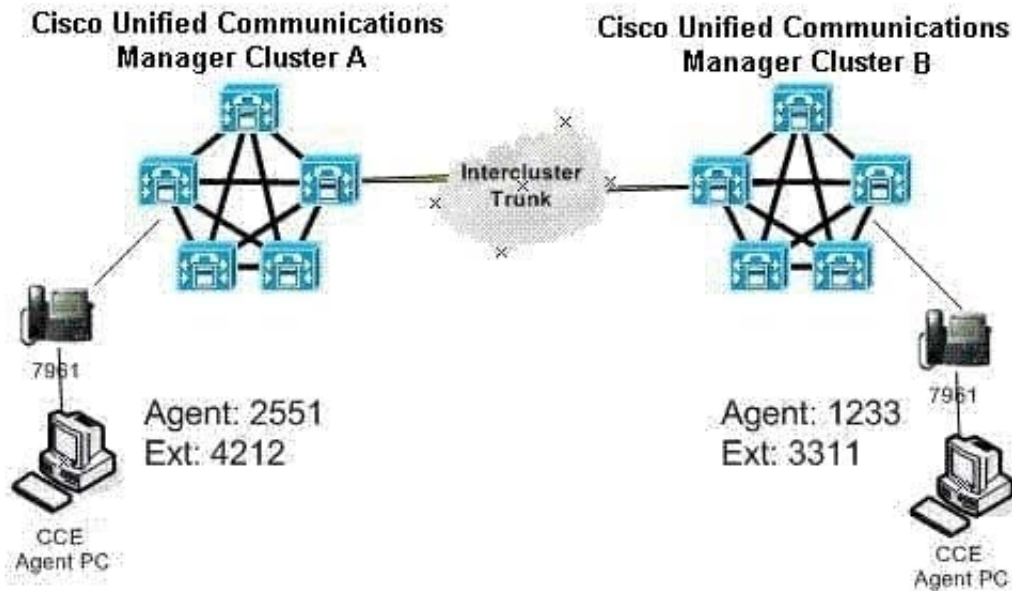
Following Questions and Answers are all new published by Cisco
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers



**QUESTION 1**

Refer to the exhibit. In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?



- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.
- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

Correct Answer: C

QUESTION 2

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise call flow, the Cisco Unified IP IVR application is used to queue calls during business hours, or plays the system generated "goodbye" prompt. In testing this call flow, all callers are hearing the "goodbye" prompt, even during business hours. In order to correct this error, which Cisco Unified IP IVR step needs to be moved in the flow shown in the exhibit?

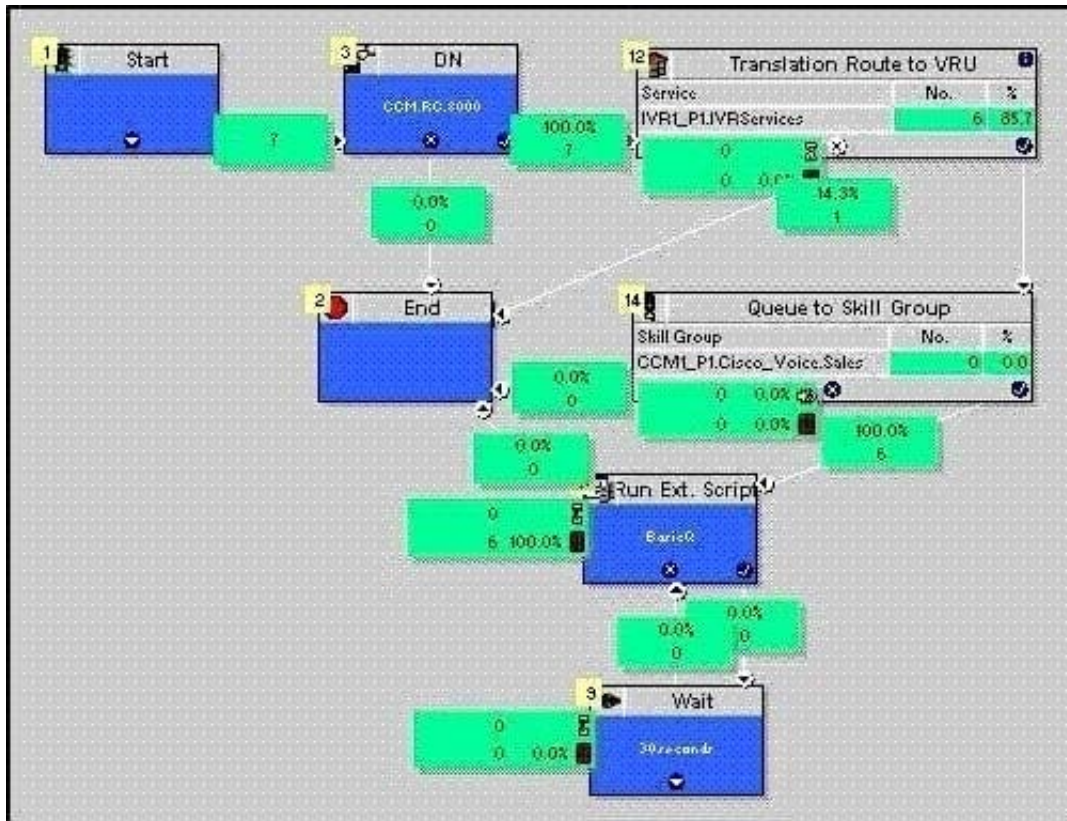


- A. Get Enterprise Call Info step
- B. If step
- C. Play Prompt ("goodbye") step
- D. Play Prompt ("ICMStayOnline") step
- E. Label ("PlayPrompt:") step

Correct Answer: E

QUESTION 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the Cisco Unified ICM Call Routing Script shows one call failed in the Translation Route to VRU node. How will the system treat this call?



A. If a Default Route is configured on the Peripheral, the call is redirected to the number configured under "Forward On Failure" on the CTI Route Point used for the Dialed Number in Cisco Unified Communications Manager.

B. The caller would hear the default error prompt from the Cisco Unified IP IVR.

C. The script would return the label 8000, so the call is redirected to the extension 8000 in Cisco Unified Communications Manager.

D. If a Default Route is configured on the Peripheral, the call is rerouted to the Default Route.

Correct Answer: D

QUESTION 4

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

Select and Place:



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

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:

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

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

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 5

Refer to the exhibit. After reviewing the CTIOS log shown in the exhibit, identify the "final" agent state for these agent IDs.

10771 99960

```
12:46:07 ctios-ctios Trace: [call.5002.9704] CALL_CLEARED_EVENT : (PeripheralID:5002 PeripheralType:3
  ConnectionCallID:9704 ConnectionDeviceIDType:0 LocalConnectionState:65535 EventCause:1028 MonitorID:0 ConnectionDeviceID:(null)
  UniqueObjectID:call.5002.9704 MessageID:eCallClearedEvent)
12:46:07 ctios-ctios Trace: [call.5002.9704] CALL_DATA_UPDATE_EVENT : (PeripheralID:5002 PeripheralType:3
  NumCTIClients:0 ConnectionCallID:9704 CallType:1 ConnectionDeviceIDType:0
  NewConnectionCallID:9704 NewConnectionDeviceIDType:0 NumNamedVariables:3
  NumNamedArrays:0 CalledPartyDisposition:0 CampaignID:-1 QueryRuleID:-1
  CallVariable1:(null) CallVariable2:(null) CallVariable3:(null) CallVariable4:(null) CallVariable5:(null) CallVariable6:(null)
  CallVariable7:(null) CallVariable8:(null) CallVariable9:(null) CallVariable10:(null) ConnectionDeviceID:(null) CallWrapupData:(null)
  NewConnectionDeviceID:(null) RouterCallKeyDay:147549 RouterCallKeyCallID:9102 CustomerPhoneNumber:(null) CustomerAccountNumber:(null)
  UniqueObjectID:call.5002.9704 MessageID:eCallDataUpdateEvent ecc:(user.ctios.service:Lifeline user.ctios.timeinq:1144
  user.WFR_EmergencyNQ:(null)) ICMEnterpriseUniqueID:cm.147549.9102)
12:46:07 ctios-ctios Trace: [call.5002.9704] END_CALL_EVENT : (PeripheralID:5002 PeripheralType:3
  ConnectionCallID:9704 ConnectionDeviceIDType:0 ConnectionDeviceID:(null) UniqueObjectID:call.5002.9704 MessageID:eCallEndEvent)
```

- A. Agent 10771 is TalkingAgent 99960 is BusyAgent 99920 is Talking
- B. Agent 10771 is AvailableAgent 99960 is TalkingAgent 99920 is Reserved
- C. Agent 10771 is ReservedAgent 99960 is AvailableAgent 99920 is Talking



D. Agent 10771 is BusyAgent 99960 is ReservedAgent 99920 is Talking

E. Agent 10771 is ReservedAgent 99960 is ReservedAgent 99920 is Busy

Correct Answer: C

[642-243 VCE Dumps](#)

[642-243 Practice Test](#)

[642-243 Exam Questions](#)