



# 642-243<sup>Q&As</sup>

Unified Contact Center Enterprise Support Exam





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### QUESTION 1

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, calls are failing during the Translation Route to the Cisco Unified IP IVR. Review the MIVR log file and select the most possible reason for this failure.

```
124065: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Route Connection=[1001/(P1-ivrjtapi_1) GCID=(1,62)->ACTIVE]->OFFERED,
reason=6, Event= CallCtlConnOfferedEv, cause=100, metacode=128, isMaster=true
124067: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=50,implId=62/1,
inbound=true,App name=BasicQ,task=null,session=null,seq num=-1,cn=1001,dn=1001,cgn=2011,ani=null,
dnis=null,clid=null,atype=REDIRECT,lrd=8000,ocn=8000,route=TR[num=1001],TP=null
124072: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-7-UNK:Route TR[num=1001], event=CallCtlConnDisconnectedEv,
cause=Other: 17[17], meta=META_CALL_ENDING[132]
124073: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-5-CTIPG_ROUTE_EVENT:CTI Port Group route event:
Route session=[1001/(P1-ivrjtapi_1) GCID=(1,62)->INVALID]->DISCONNECTED,Route Address=1001,
Failure reason=CTI accept timer expires after 4188 ms, end route connection,
Exception=com.cisco.leng.InterruptedOperationException: No idle channels available in group 'Cisco CTI Port Group #26';
```

- A. There are not enough Sessions configured on the JTAPI Trigger configuration of the Cisco Unified IP IVR.
- B. There are not enough Channels configured in the Cisco Media Group of the Cisco Unified IP IVR.
- C. There are not enough CTI Ports configured in the CTI Port Group of the Cisco Unified IP IVR.
- D. The CTI Port's Partition is not in the Calling Search Space of the JTAPI Trigger in the Cisco Unified IP IVR.

Correct Answer: C

### QUESTION 2

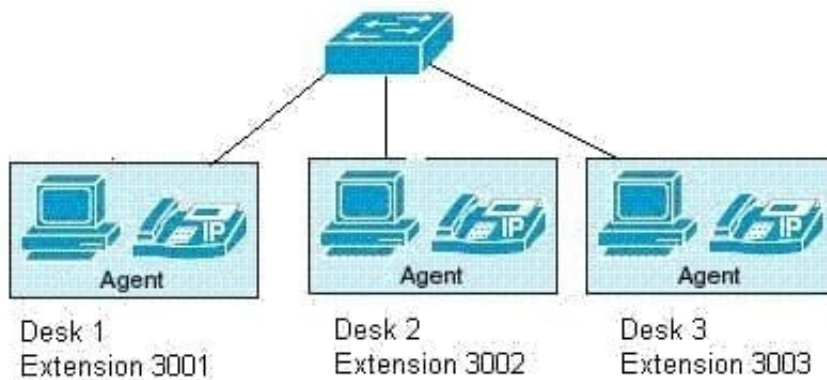
In a Cisco Unified Contact Center Enterprise deployment, calls are unable to reach the Cisco Unified IP IVR for prompting or queuing. Which three tools and logs would be most useful in troubleshooting this problem? (Choose three.)

- A. Cisco Unified Communications Manager PG PIM Log
- B. VRU PG PIM Log
- C. Cisco Unified IP IVR MIVR Log with SS\_TEL and LIB\_ICM tracing turned up
- D. CTI OS Log with Agent State Trace turned up
- E. Cisco Unified Communications Manager PG OPC Log
- F. Cisco Unified ICM Router Log Viewer

Correct Answer: BCF

### QUESTION 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with agents deployed as shown in the exhibit, an agent has reported receiving CTI screen pops for calls, but then the call is not sent to the agent. What is a possible cause of this problem?



- A. The agent logged in with an extension that does not exist.
- B. The agent logged in using an extension that is assigned to another agent's phone.
- C. The agent's phone is not associated with the PG User.
- D. The agent is still logged into CTIOS on another PC.

Correct Answer: B

#### QUESTION 4

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

Select and Place:

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

OPCTest	Converts binary logs to human readable format
RI Test	Tests agent state and call control methods
CTITest	Enables or disables Tracing on Cisco Unified ICM Call Router
Dumplbg	Checks status of the Cisco Unified ICM Call Router Process
RTRTrace	Checks status of multiple Peripherals on a Peripheral Gateway

Select and Place:



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

OPCTest

Converts binary logs to human readable format

RI Test

Tests agent state and call control methods

CTITest

Enables or disables Tracing on Cisco Unified ICM Call Router

Dumplog

Checks status of the Cisco Unified ICM Call Router Process

RTRTrace

Checks status of multiple Peripherals on a Peripheral Gateway

Correct Answer:

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

Dumplog

CTITest

RTRTrace

RI Test

OPCTest

## QUESTION 5

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Select and Place:



Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label

Used to direct Routing Script execution to its active output connection

Distribute

Used to search best matches with **Start with first target** or **Start with Next target** options

Select

Used to return multiple Labels to a routing client

Route Select

Used to define the set of skill groups that can receive the contact

Skill Group

Used to allocate contacts among the targets based on current information about each target

Switch

Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Select and Place:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label

Used to direct Routing Script execution to its active output connection

Distribute

Used to search best matches with **Start with first target** or **Start with Next target** options

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Used to return multiple Labels to a routing client

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Used to define the set of skill groups that can receive the contact

Skill Group

Used to allocate contacts among the targets based on current information about each target

Switch

Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Correct Answer:



Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.


Switch
Select
Divert Label
Skill Group
Distribute
Route Select

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