



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

Common configuration elements occur across Cisco Contact Enterprise solution components. Drag and drop the Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP IVR configuration elements on the right.

Select and Place:

Common configuration elements occur across Cisco Contact Center Enterprise solution components. Drag and drop the Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP IVR configuration elements on the right.

Cisco Unified ICM: Dialed Number (DN)

Cisco Unified ICM: Device Target

Cisco Unified ICM: Outbound Dialer Port

Cisco Unified ICM: UC Manager PG Setup - SERVICE field

Cisco Unified ICM: VRU Peripheral - Trunk Group Number

Unified CM: IP Phone Directory Number

Unified CM: CTI Route Point

Cisco Unified IP IVR: CTI Port Group Number

Unified CM: VIP 30 IP Phone Device

Unified CM: Subscriber Name/IP Address

Select and Place:



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Cisco Unified IP: VR: CTI Port Group Number

Unified CM: VIP 30 IP Phone Device

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Correct Answer:

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Cisco Unified ICM: Device Target

Cisco Unified CM: Dialed Number (DN)

Cisco Unified ICM: VRU Peripheral - Trunk Group Number

Cisco Unified ICM: Outbound Dialer Port

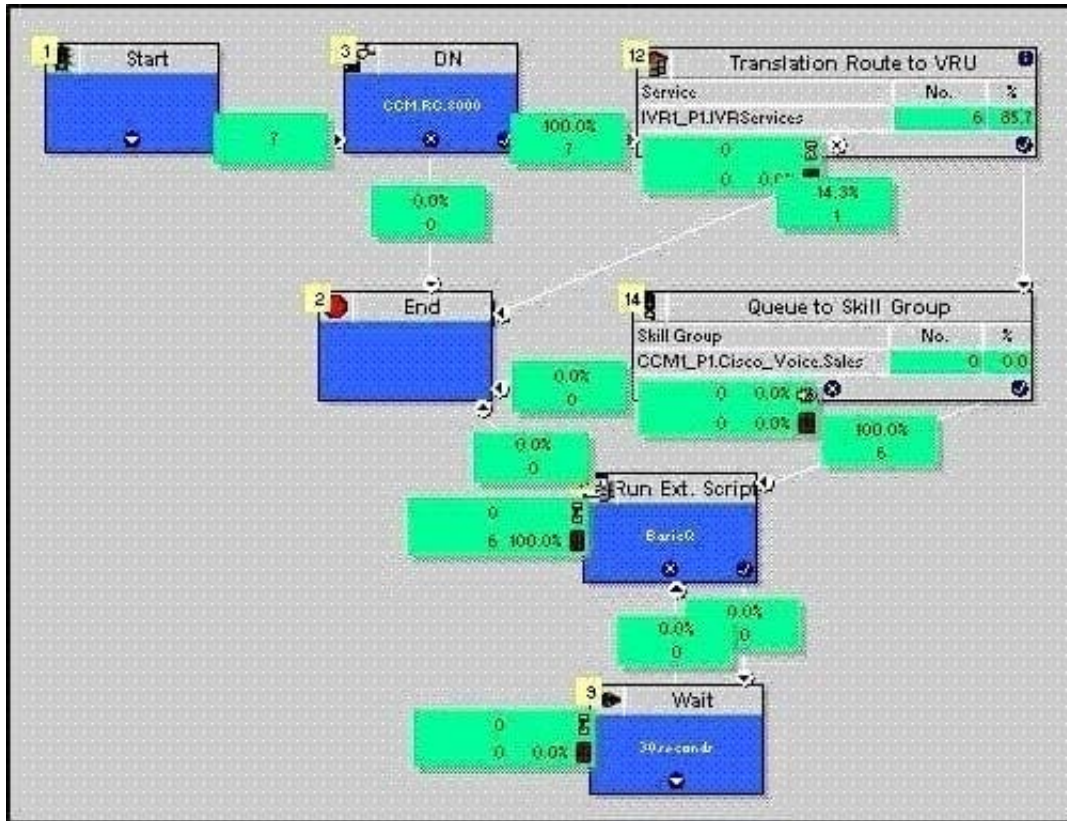
Cisco Unified ICM: UC Manager PG Setup - SERVICE field

QUESTION 2

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?

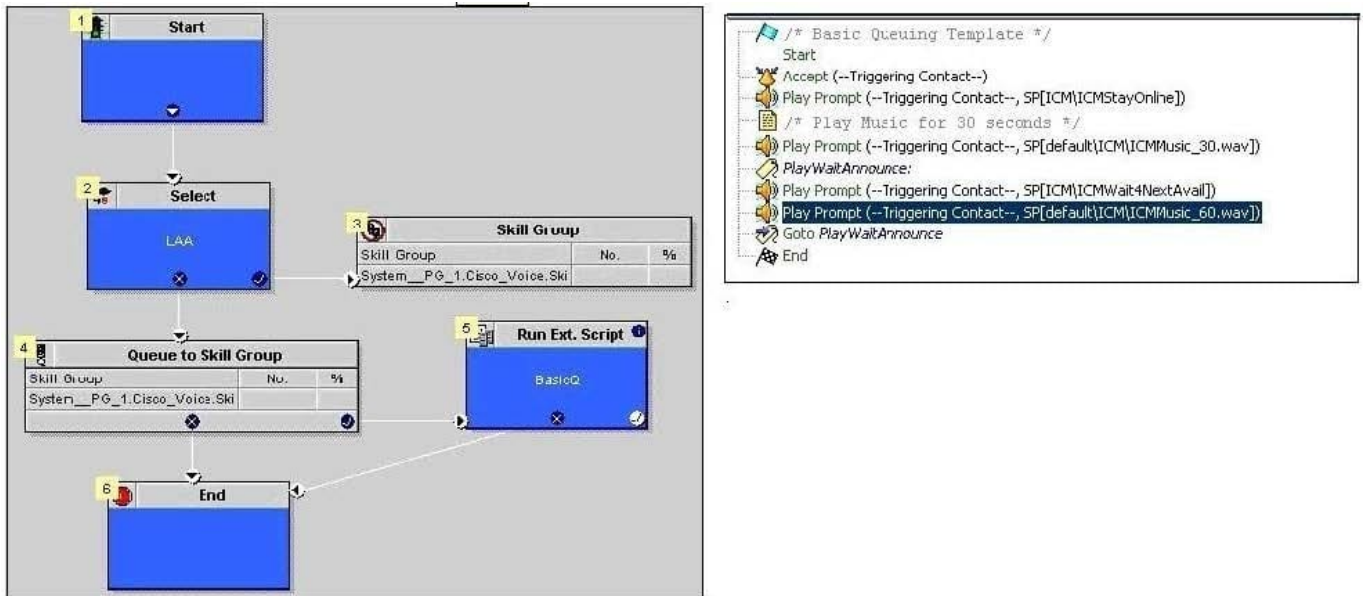


- A. If a Default Route is configured on the Peripheral, the call is redirected to the number configured under "Forward On Failure" on the CTI Route Point used for the Dialed Number in Cisco Unified Communications Manager.
- B. The caller would hear the default error prompt from the Cisco Unified IP 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 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the Cisco Unified ICM Routing Script and related Cisco Unified IP IVR Application shown in the exhibit are causing calls to drop while in queue at the Cisco Unified IP IVR. What is the best option to correct this problem?



A. Add another "Run External Script" Node and connect the Success Path from Node 5 (five) to this new Node to allow calls to queue for an additional 180 seconds.

B. Increase the maximum steps for a Cisco Unified IP IVR Script in the IP-IVR/CRS Server AppAdmin > System Parameters.

C. Replace Node 6 (six) with a "Release Call" node which will transfer control of the queued call to the Cisco Unified IP IVR.

D. Use a Line Segment to connect the Success Path from Node 5 (five) to the "Queue to Skill Group" Node 4 (four).

E. Add additional Prompts in the Cisco Unified IP IVR BasicQ.aef script to play music, which will allow the script to play music for longer than 180 seconds.

Correct Answer: D

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
Cal Router

Dumplbg

Checks status of the C s c o Unified ICM Call Router
Process

RTRTrace

Checks status of multiple Peripherals on a
Peripheral Gateway

Select and Place:

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Checks status of multiple Peripherals on a
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Correct Answer:



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

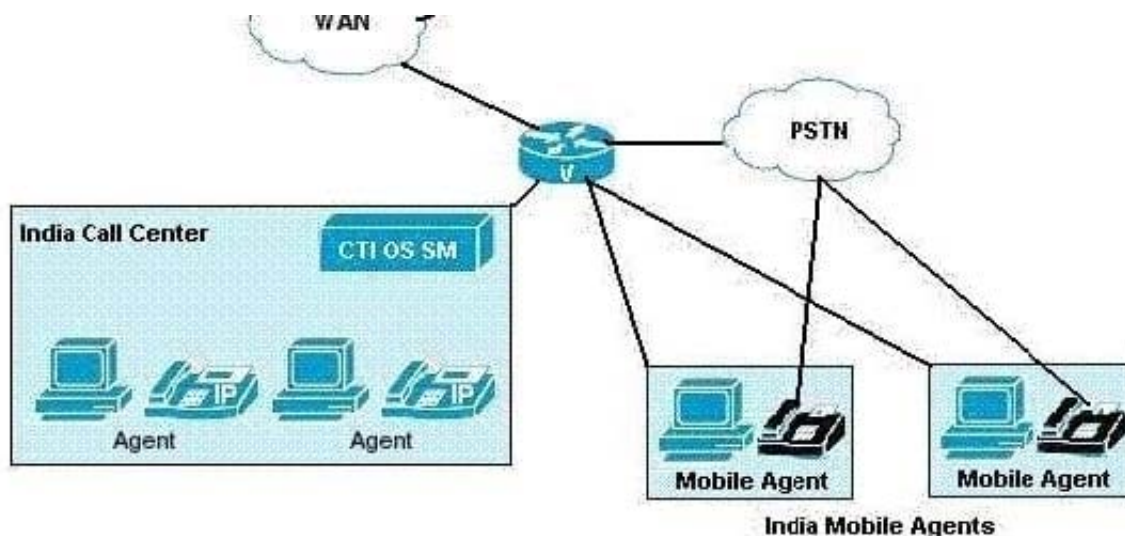
Dumplog
CTITest
RTRTrace
RTest
OPCTest

QUESTION 5

Refer to the exhibit. In this Cisco Unified Contact Center Enterprise system design:

All calls come into the US Data Center for treatment or queuing in a local Cisco Unified IP IVR. Agents are located in a call center in the US and India and there are also Mobile Agents in their local countries using "nailed-up" connections via the local PSTN. All agents are using CTI OS for their agent desktop, using a specific connection profile to define the appropriate silent monitoring method for their location.

In this design, a Supervisor in the US wants to monitor agents in India. What are the possible combinations that will allow that to happen? (Choose two.)



A. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor any CTI OS agent in India.



- B. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor the Mobile Agents in India.
- C. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor the internal or local Call Center Agents in India.
- D. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor any CTI OS agent in India.
- E. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor the Mobile Agents in India.
- F. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor the internal or local Call Center Agents in India.

Correct Answer: CE

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