



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

Unified Contact Center Enterprise Support Exam

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**QUESTION 1**

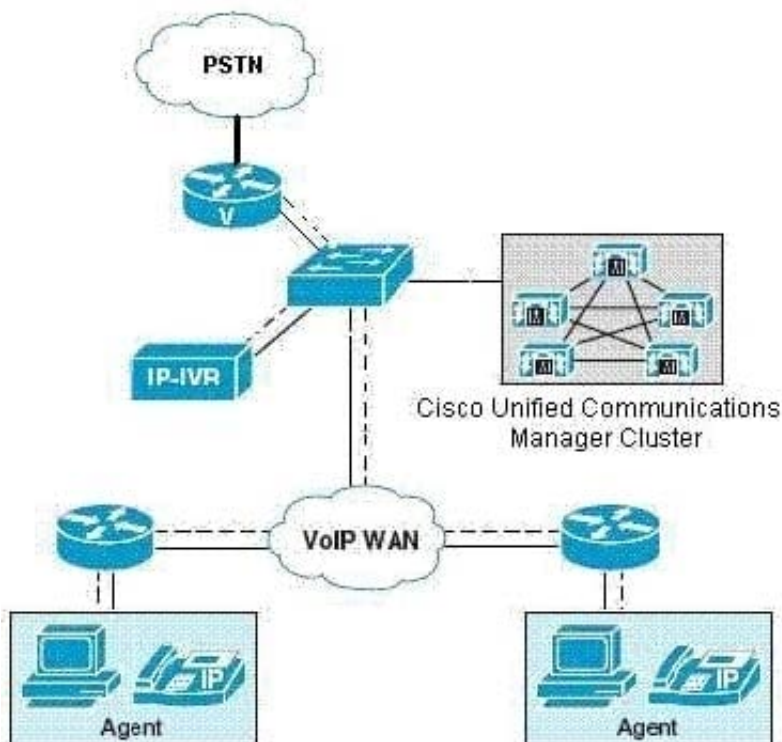
In a Cisco Unified Contact Center Enterprise system, external callers being queued on the Cisco Unified IP IVR are reporting voice quality issues with the Cisco Unified IP IVR prompts as being "choppy." Which two actions would be helpful in finding the problem? (Choose two.)

- 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

**QUESTION 2**

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment using the Multi-Site Centralized call processing model, all calls come into the central site for treatment or queuing and are then transferred across the WAN to agents. In this deployment, agents have reported that they are getting stuck in a reserved state but not getting the actual call delivered to them. What is the most likely cause of this failure?





- A. There are not enough Cisco Unified IP IVR ports available to queue calls at the central site.
- B. The agents have lost connection to the centralized CTI OS Servers.
- C. The agent's phone was off-hook during the transfer from the Cisco Unified IP IVR.
- D. There was not enough bandwidth for the call over the WAN, and the Cisco Unified Communications Manager's Locations-based Call Admission Control rejected the call setup.

Correct Answer: D

### QUESTION 3

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() JTAPIContact[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.lang.InterruptedExce...ion: 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 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

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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 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, call center agents report that calls drop intermittently as soon as they answer the phone.

Callers who experienced the symptoms said they did not hang up, they were disconnected by the system.

The Cisco Unified Communications Manager log files were examined during this failure, with specific items noted.

Given these symptoms and the information in the log file, what is the most likely cause of this problem?"

```
CCM|MediaResourceManager::waiting_MrmAllocateMtpResourceErr|<CLID::StandAloneCluster>
```

```
CCM|MtpNoMoreResourcesAvaiable - No more MTP resources available. App ID: Cisco CallManager Cluster ID: StandAloneCluster Node ID: CCMNODE1
```

- A. lack of Music on Hold resources in Cisco Unified Communications Manager
- B. lack of Conference Bridge resources in Cisco Unified Communications Manager
- C. lack of Transcoder resources in Cisco Unified Communications Manager
- D. lack of trunk or port resources on Voice Gateway

Correct Answer: C



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