



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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- C. trace *event /on
- D. trace closedcalls /on
- E. trace precall /on
- F. trace routing /on

Correct Answer: BCE

QUESTION 3

In a Cisco Unified Contact Center Enterprise system, a new agent and phone have been added to the system; however, the agent is unable to log in to the system.

The agent is using the same type of phone and has the same CTI OS desktop setup as other agents who are able to log in without issue.

What are two possible causes for this issue?(Choose two.)

- A. The incorrect CTIOS Server IP and Port are configured on the new agent's CTI desktop.
- B. The new phone used by the agent is not associated with IVRJtapiUser.
- C. A new Device Target needs to be added for the phone in the Config (for example, /devtype ipphone / DN 12345).
- D. The phone has call forwarding and call waiting enabled.
- E. The new phone used by the agent is not associated with PGJtapiUser.

Correct Answer: CE

QUESTION 4

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, the call flow uses a Cisco Unified IP IVR application to collect an Account ID and PIN from the caller as shown above. In testing this call flow, the Cisco Unified ICM Call Routing Script is not receiving the digits entered by the caller. What is the most likely cause of the problem?



- A. The "Set Contact Info" variable should be used before the "Set ICM Result" to set "Call.PeripheralVariable1" to "accountID" and "Call.PeripheralVariable2" to "accountPIN"
- B. The "Set Enterprise Call Info" step should be used before the "Set ICM Result" step to set "Call.PeripheralVariable1" to "accountID" and "Call.PeripheralVariable2" to "accountPIN".
- C. In the "Set ICM Result" the "Call.PeripheralVariable1" variable should be set to "accountID" and the "Call.PeripheralVariable2" variable should be set to "accountPIN".
- D. The "Set Call Variable" step should be used before the "Set ICM Result" step to set "Call.PeripheralVariable1" to "accountID" and "Call.PeripheralVariable2" to "accountPIN".

Correct Answer: B

QUESTION 5

In the Cisco Unified Contact Center Enterprise solution, the Cisco Unified ICM Script Editor Agent-to-Agent Node is used to send calls between agents in the system. Which item is not applicable to the Agent-to-Agent Node usage?

- A. When selecting an agent by "Peripheral Number," an expression is required.
- B. When selecting an agent by "Enterprise Name," an expression is required.
- C. An agent may be selected by Peripheral Number, Enterprise Name, or Skill Target ID.
- D. When the "Node fails if agent is unavailable" option is checked, the specified agent must be in a Ready state for the "success" branch of the node to be executed.
- E. When the "Node fails if agent is unavailable" option is not checked, the "success" branch of the node is executed and the Cisco Unified ICM Call Router sends the call if the Call Router finds a valid label for the agent.

Correct Answer: B

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