



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

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

Select and Place:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR
MCVD
JTAPI
MARC
MEDT

Low-level Unified CM Communications
Script Editor
Cluster Framework
Archive Tool
Workflow Application Framework

Correct Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

JTAPI
MEDT
MCVD
MARC
MIVR

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

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

- A. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: list_agent_status /agent 5001
- B. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: agent_status /agent
- C. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: list_agents
- D. C:\>procmon UCCE PG1A pim1>>>>pim_list_agents



E. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: dump_agents 5000 /agent 67172900

Correct Answer: BC

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. 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

[Latest 642-243 Dumps](#)

[642-243 PDF Dumps](#)

[642-243 Exam Questions](#)