

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

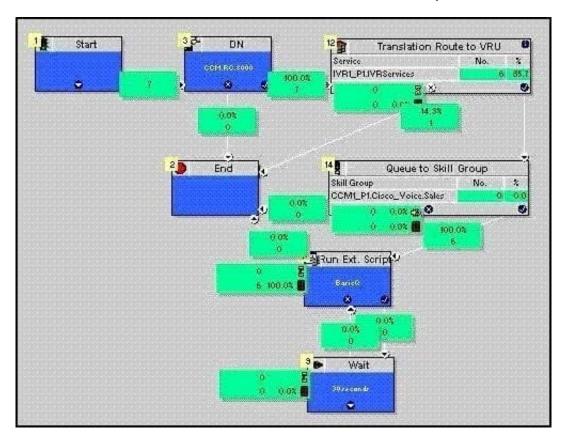
- Instant Download After Purchase
- 100% Money Back Guarantee
- 365 Days Free Update
- 800,000+ Satisfied Customers





QUESTION 1

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 2

In a Cisco Unified Contact Center Enterprise deployment, which three traces would you apply for a Cisco Unified Communications Manager PIM in the Cisco Unified ICM PROCMON tool? (Choose three.)

- A. trace *low* /on
- B. trace csta* /on



https://www.passapply.com/642-243.html

2024 Latest passapply 642-243 PDF and VCE dumps Download

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 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?



https://www.passapply.com/642-243.html

2024 Latest passapply 642-243 PDF and VCE dumps Download



- 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

Latest 642-243 Dumps

642-243 Practice Test

642-243 Exam Questions