



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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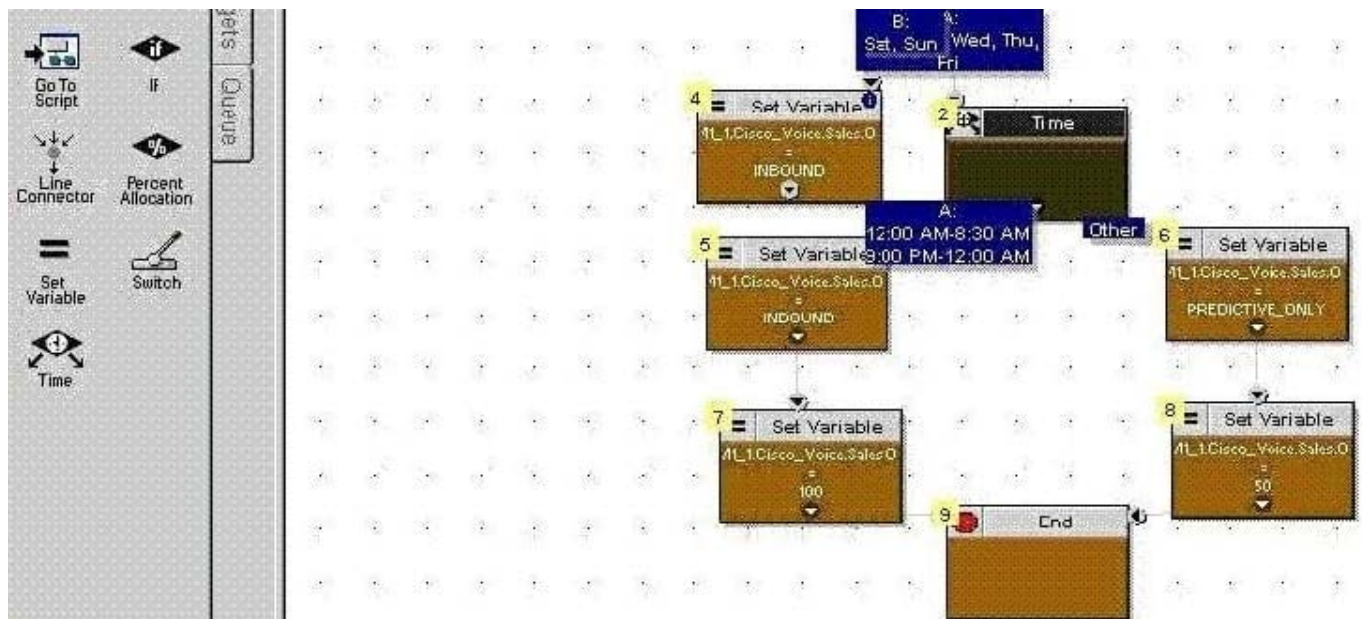


QUESTION 1

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with the Outbound Option, the CCM1_Cisco_Voice_Sales skill group did not receive any outbound calls on Tuesday between 8:30 a.m. and 9:00 a.m.

During this time frame the campaign was scheduled to begin at 8:30 a.m. and 10 (ten) agents were logged into the skill group.

Based on the Cisco Unified ICM Admin Script that is used to control the outbound calling, what could cause the group not to get any outbound calls?

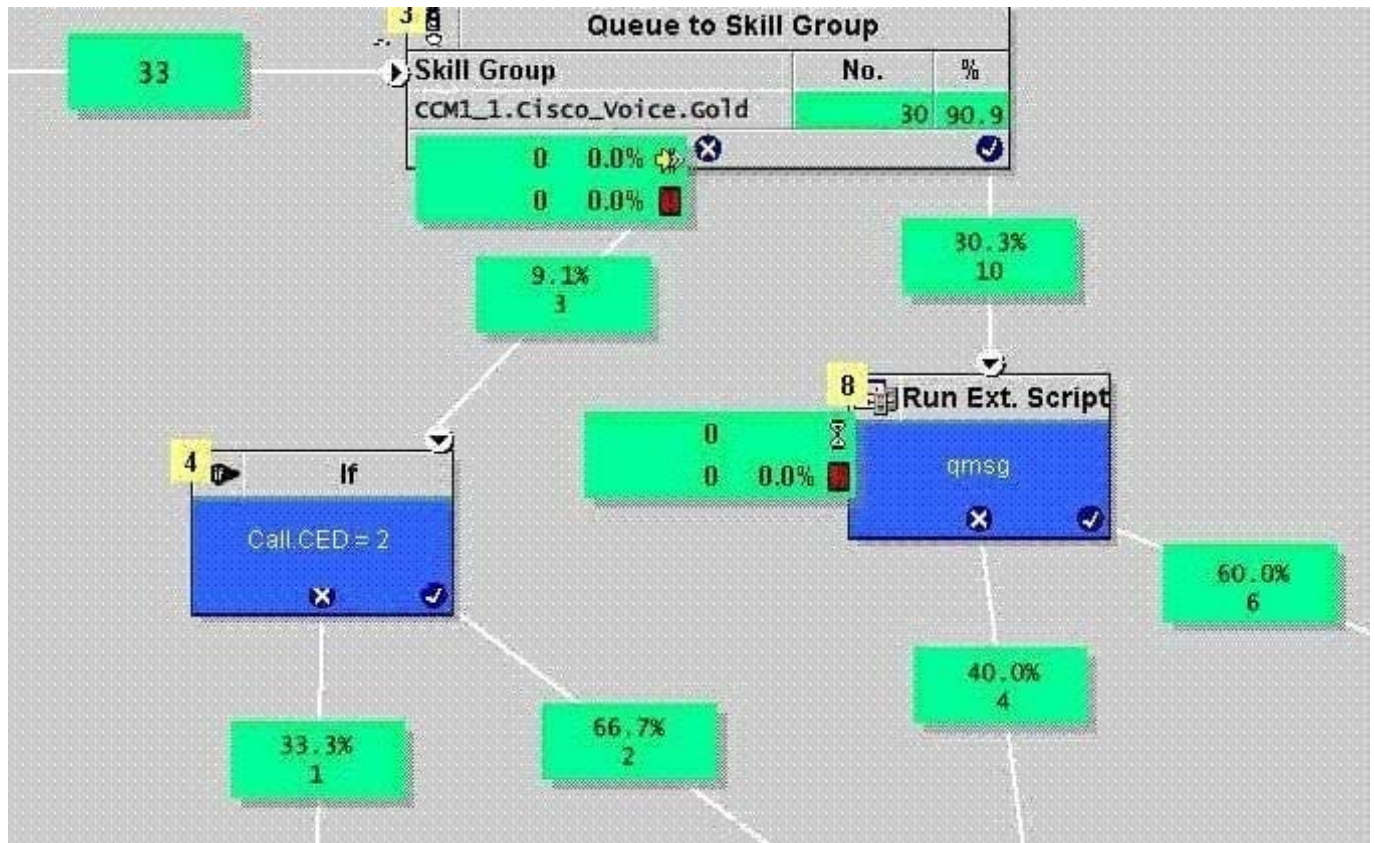


- A. The Outbound Percent for the skill is set to 50%.
- B. The Admin Script is invalid because the Time legs are inverted.
- C. The period the Admin Script was set to run is hourly and the next time that it ran was 9:00 a.m.
- D. The Outbound mode in Node 6 should be set to "BLENDED".

Correct Answer: C

QUESTION 2

Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, the Cisco Unified ICM Script Editor provides a "Monitor Mode" that is useful in understanding how calls are being handled in real time. Given the screen capture, which two states describe the calls handled by this Call Routing Script? (Choose two.)



- A. Thirty calls are currently in queue for the "Gold" Skill Group.
- B. Three calls failed the Queue to Skill Group Node because no "Gold" agents were logged in.
- C. Agents in the "Gold" Skill Group were immediately available for 20 calls.
- D. Four calls remained in queue on the Cisco Unified IP IVR waiting for available agents and heard the prompts played by the "qmsg" script.
- E. "CCM1_1" is the Media Routing Domain of the "Gold" Skill Group.

Correct Answer: BC

QUESTION 3

In the Cisco Unified Contact Center Enterprise deployment, agents are reporting they are getting two ACD calls from the system at once. Which three of these tools or logs would be useful to help find the cause of this error? (Choose three.)

- A. RTRTrace to enable tracing on the Cisco Unified ICM Call Router
- B. Procmon to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway
- C. TraceUtil to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway
- D. EMSTrace to enable tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
- E. OPCTest to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway



F. OPCTrace to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

Correct Answer: ABE

QUESTION 4

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

Select and Place:

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

DumpCfg

RTTest

OPCTest

RTRTrace

Procmon

ICMDBA

General purpose command-line debugging on Cisco Unified ICM processes

Used to interpret an Cisco Unified ICM Call Router's events and states

Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)

Manage various SQL Server operating parameters and create/modify databases

Interprets a Peripheral Gateway's status and statistics

Sets debug levels on an Cisco Unified ICM Call Router process

Select and Place:



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

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General purpose command-line debugging on Cisco Unified ICM processes

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Interprets a Peripheral Gateway's status and statistics

ICMDBA

Sets debug levels on an Cisco Unified ICM Call Router process

Correct Answer:

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

Procmon

RTTest

DumpCfg

ICMDBA

OPCTest

RTRTrace

QUESTION 5



Refer to the exhibit. Calls in a Cisco Unified Contact Center Enterprise system are failing when the system attempts to queue the calls on the Cisco Unified IP IVR. A VRUCAP file was captured from the failed call. Based on this log file, what are the possible causes for the call failing?

```
Service ID: (1) 00000001
ANI: 1998
UUI: 353M
Called Number: 9091
DNIS: 9091
22:43:44.822: PG->VRU: Service Control Message (= Message Type 47); Message Length 60 bytes
Run Script Req (= Subtype 7); DialogueID: (250) 000000fa;
SendSeqNo: (1)00000001
Invoke ID: (1) 00000001
Script Name: NoAgents.aef
Script Configuration:
ANI: 1998
CED:
Call Variable 1:
Call Variable 2:
Call Variable 3:
Call Variable 4:
Call Variable 6:
Call Variable 6:
Call Variable 7:
Call Variable 8:
Call Variable 9:
Call Variable 10:
22:43:44.837: VRU->PG: Service Control Message (= Message Type 47); Message Length 20 bytes
Dialogue Failure Conf (= Subtype 11); DialogueID: (250) 000000fa;
SendSeqNo: (2)00000002
Invoke ID: (1) 00000001
Error Code: The Script ID Specified is invalid or unknown (29)
```

- A. The DNIS 9091 is not configured as a JTAPI Application for the Cisco Unified IP IVR.
- B. The GED-125 Service Control Interface does not support Subtype 7 as part of a routing dialog.
- C. The IP-IVR Script "NoAgents.aef" does not exist.
- D. The Cisco Unified IP IVR Script "NoAgents.aef" is missing an "Accept Contact" step in the workflow.
- E. The Cisco Unified IP IVR ICM Service is out of service and needs to be restarted.

Correct Answer: C

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