



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

In a Cisco Unified Contact Center Enterprise deployment, callers are reporting that when they call in, their calls are being intermittently dropped without hearing a welcome or queue message.

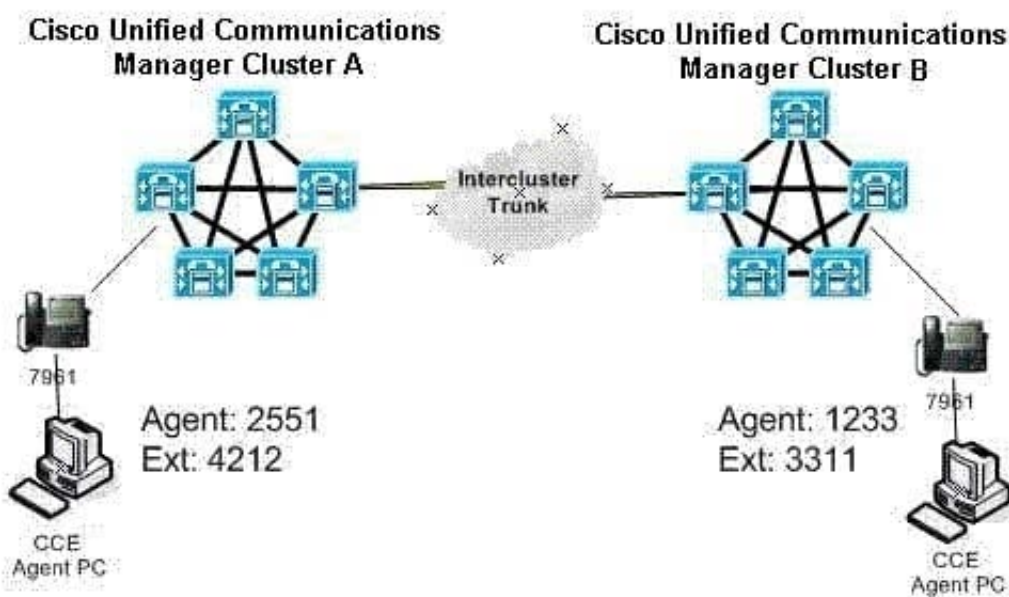
Which two problems could potentially cause calls not to reach the Cisco Unified IP IVR? (Choose two.)

- A. The Cisco Unified IP IVR Media Group does not have any remaining channels.
- B. The number of ports in the Cisco Unified IP IVR Call Control Group does not match the number of ports in the Cisco Unified IP IVR Media Control Group.
- C. There are more Cisco Media Channels configured in the Cisco Unified IP IVR than Cisco Unified Communications Manager CTI Ports assigned in the Cisco Unified IP IVR.
- D. The Cisco Unified Communications Manager Calling Search Space of the Gateway of the call does not have access to the partition in which the Cisco Unified IP IVR CTI Ports are found.
- E. The CTI Ports have not been assigned to a Call Control Group via AppAdmin in Cisco Unified IP IVR.
- F. The Cisco Unified IP IVR CTI Ports do not have a Calling Search Space assigned in Cisco Unified Communications Manager.

Correct Answer: AD

QUESTION 2

Refer to the exhibit. In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?



- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.



- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

Correct Answer: C

QUESTION 3

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 4

Choose the correct sequence of agent state events from Agent Login to Agent Logout in the Cisco Unified Contact Center Enterprise solution.



- A. login, not ready, ready, available, reserved, talking, hold, wrap up, logout
- B. login, ready, available, reserved, talking, hold, wrap up, not ready, logout
- C. login, not ready, ready, available, reserved, hold, wrap up, not ready, logout
- D. login, not ready, ready, available, reserved, talking, hold, wrap up, not ready, logout

Correct Answer: C

QUESTION 5

To use the Cisco Unified ICM dumplog utility to gather the Call Router's MDS log from Monday, March 10, 2008, beginning at 9:30, and to ensure that you do not get binary data in the log, which command line syntax would you use?

- A. dump mds /bt 09:30 /nobinary /o
- B. dumplog mds /bd 03/10/2008 /9:30 /o
- C. dumplog mds /bd 03/10/2008 /bt 09:30 /nobin /o
- D. dumplog /bd 03/10/2008 /bt 09:30 /nobin /o

Correct Answer: C

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