



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

In the Cisco Unified Contact Center Enterprise system, which of these steps will enable JTAPI tracing for the Cisco Unified IP IVR/CRS Server?

- A. IP-IVR JTAPI traces are enabled during installation by default with IP-IVR/CRS 4.X and higher.
- B. Enable debugging from the IP-IVR/CRS Application Administration System > Tracing > CRS Engine > Subsystems > SS_Tel and SS_ICM.
- C. In the IP-IVR/CRS Server - Start Programs > CiscoJTAPI > Cisco Unified Communications JTAPI Preference.
- D. JTAPI tracing is handled by the Cisco Unified Communications Manager so JTAPI tracing is enabled by activating the CTI Manager tracing.

Correct Answer: C

QUESTION 2

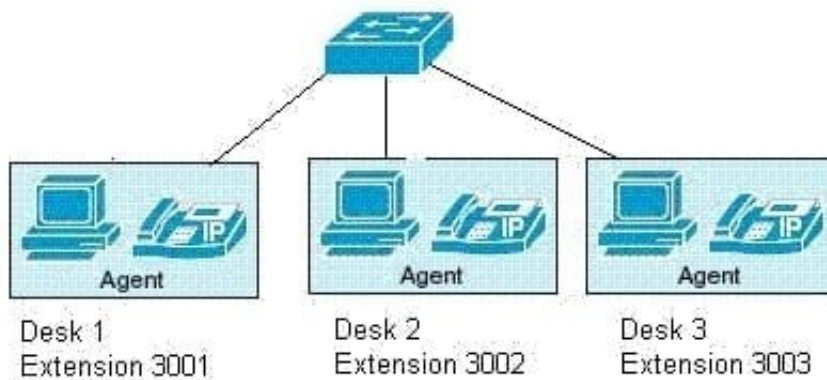
In the Cisco Unified Contact Center Enterprise solution, which command should be entered at the command prompt to invoke the Cisco Unified ICM Support Tools command-line version of the "Log Collection Utility" in interactive mode?

- A. lct
- B. lcutil
- C. lcutility
- D. lctool
- E. supporttoolslogcollection

Correct Answer: D

QUESTION 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with agents deployed as shown in the exhibit, an agent has reported receiving CTI screen pops for calls, but then the call is not sent to the agent. What is a possible cause of this problem?



- A. The agent logged in with an extension that does not exist.
- B. The agent logged in using an extension that is assigned to another agent's phone.
- C. The agent's phone is not associated with the PG User.
- D. The agent is still logged into CTIOS on another PC.

Correct Answer: B

QUESTION 4

When troubleshooting calls that are dropping in the Cisco IP IVR in the Cisco Unified Contact Center Enterprise solution, which log file settings would be useful? Select the three best options for tracing from the AppAdmin > System > Tracing menu. (Choose three.)

- A. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_ICM
- B. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_JTAPI and SS_ICM
- C. Trace Configuration > CRS Engine > SUBSYSTEMS Under MISCELLANEOUS, turn on this MIVR trace Debug level for ENG
- D. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_ICM
- E. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_JTAPI

Correct Answer: ACD

QUESTION 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, calls are failing during the Translation Route to the Cisco Unified IP IVR. Review the MIVR log file and select the most possible reason for this failure.



```
124065: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Route Connection=[1001/(P1-ivrjtapi_1) GCID=(1,62)->ACTIVE]->OFFERED,
reason=6, Event= CallCtlConnOfferedEv, cause=100, metacode=128, isMaster=true
124067: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=50,implId=62/1,
inbound=true,App name=BasicQ,task=null,session=null,seq num=-1,cn=1001,dn=1001,cgn=2011,ani=null,
dnis=null,clid=null,atype=REDIRECT,lrd=8000,ocn=8000,route=TR[num=1001],TP=null
124072: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-7-UNK:Route TR[num=1001], event=CallCtlConnDisconnectedEv,
cause=other: 17[17], meta=META_CALL_ENDING[132]
124073: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-5-CTIPG_ROUTE_EVENT:CTI Port Group route event:
Route session=[1001/(P1-ivrjtapi_1) GCID=(1,62)->INVALID]->DISCONNECTED,Route Address=1001,
Failure reason=CTI accept timer expires after 4188 ms, end route connection,
Exception=com.cisco.leng.InterruptedOperationException: No idle channels available in group 'Cisco CTI Port Group #26';
```

- A. There are not enough Sessions configured on the JTAPI Trigger configuration of the Cisco Unified IP IVR.
- B. There are not enough Channels configured in the Cisco Media Group of the Cisco Unified IP IVR.
- C. There are not enough CTI Ports configured in the CTI Port Group of the Cisco Unified IP IVR.
- D. The CTI Port's Partition is not in the Calling Search Space of the JTAPI Trigger in the Cisco Unified IP IVR.

Correct Answer: C

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