



# 642-243<sup>Q&As</sup>

Unified Contact Center Enterprise Support Exam

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## QUESTION 1

In the Cisco Unified Contact Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Select and Place:

In the Cisco Unified Contract Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Route
Select Max/Select Min Value Of
Consider If
Translation Route

A formula that must evaluate to "true" for the Cisco Unified ICM to be able to use this target when the node executes
A formula that determines which of the targets is selected
The route to send the call for initial VRU processing if the target is selected
A route to send the call if this target is selected

Select and Place:



In the Cisco Unified Contract Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Route

Select Max/Select Min Value Of

Consider If

Translation Route

A formula that must evaluate to "true" for the Cisco Unified ICM to be able to use this target when the node executes

A formula that determines which of the targets is selected

The route to send the call for initial VRU processing if the target is selected

A route to send the call if this target is selected

Correct Answer:

In the Cisco Unified Contract Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Select Max/Select Min Value Of

Consider If

Translation Route

Route

A route to send the call if this target is selected



**QUESTION 2**

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 3**

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

General purpose command-line debugging on Cisco Unified ICM processes

RTTest

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

OPCTest

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

RTRTrace

Manage various SQL Server operating parameters and create/modify databases

Procmon

Interprets a Peripheral Gateway's status and statistics

ICMDBA

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.

DumpCfg

General purpose command-line debugging on Cisco Unified ICM processes

RTTest

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

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

RTRTrace

Manage various SQL Server operating parameters and create/modify databases

Procmon

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 4

Refer to the exhibit. An agent in a Cisco Unified Contact Center Enterprise system is reporting that the system is automatically changing the agent's state from "Ready" to "Not-Ready" for no apparent reason.

In the Cisco Unified Communications Manager configuration, the default Calling Search Space for the CTI Ports and CTI Route Points is "Calling Party."

Given the log file and Cisco Unified Communications Manager configuration, which option is the most likely cause of the failure?

```
Accepting call for CTI Route Point: 1208 on CTI Port: 1333, ciscoCause=31 21817: Apr 08 20:02:48.001 CDT %MVR-SS_TEL-7-UNK: Call accepted
JTAPICallContact[id=123,implId=105251/4,inbound=true,App name=BUR_TR1,task=null,session=80000000096,seq
num=0,cr=1208,dn=1208,cgn=6309659195,ani=null,dnis=null,clid=null,atype=REDIRECT,Ird=4901,ocn=8883365178,route=RP[num=1208],TP=13
REDIRECT_FAILED:Redirect failed: All Call ids=CallID:123 MediaId:105251/4 Task:73000000315,Extension=613373,Exception=com.cisco.jtapi.In
Request failed because of an invalid destination. ,Failure reason= CTIERR_REDIRECT_CALL_UNKNOWN_DESTINATION=0x$cc0034 21 880: A
CDT %MVR-SS_TEL-3-EXCEPTION:com.cisco.jtapi.InvalidPartyExceptionImpl: Request failed because of an invalid destination.
```

A. The agent walked away from the desk without putting him or herself into "Not Ready." To resolve this issue instruct the agent to put his or her phone in a "Not Ready" state before leaving the workstation.

B. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis-configuration. The Calling Search Space of the CTI Route Point 1208 needs to have the agent's extension 613373 in Cisco Unified Communications Manager.

C. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis-configuration. The Calling Search Space of the calling device needs to have the agent's extension 613373 in Cisco Unified Communications Manager.



D. The agent's extension 613373 is not associated with the IP-IVR JTAPI/CTI user in Cisco Unified Communications Manager. From the Cisco Unified Communications Manager Administration > User; add extension 613373 as a controlled device.

Correct Answer: C

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#### QUESTION 5

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

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