

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

Unified Contact Center Enterprise Support Exam

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#### **QUESTION 1**

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 2**

In a Cisco Unified Contact Center Enterprise deployment, calls are unable to reach the Cisco Unified IP IVR for prompting or queuing. Which three tools and logs would be most useful in troubleshooting this problem? (Choose three.)

A. Cisco Unified Communications Manager PG PIM Log

- B. VRU PG PIM Log
- C. Cisco Unified IP IVR MIVR Log with SS\_TEL and LIB\_ICM tracing turned up
- D. CTI OS Log with Agent State Trace turned up



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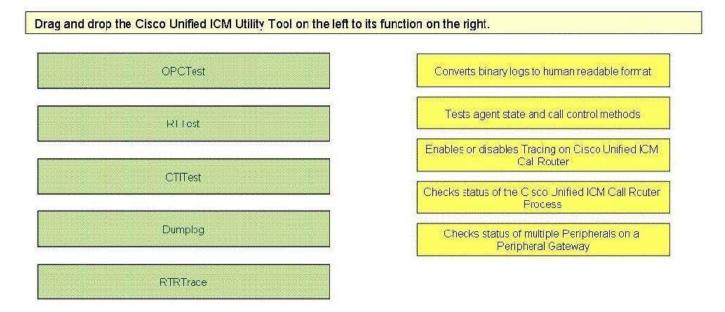
- E. Cisco Unified Communications Manager PG OPC Log
- F. Cisco Unified ICM Router Log Viewer

Correct Answer: BCF

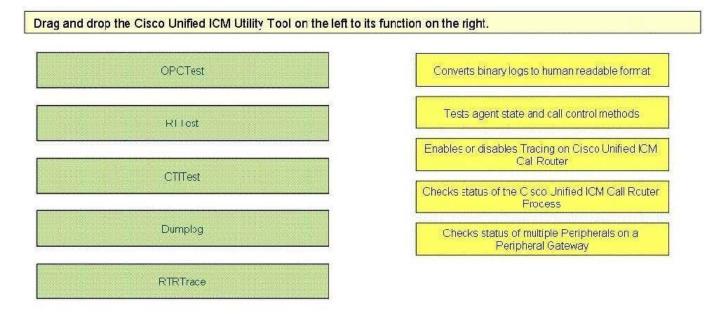
#### **QUESTION 3**

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

Select and Place:



Select and Place:



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Correct Answer:

rag and drop the Cisco Unified ICM Utility Tool on the left to its function on the right.	
	Dumplog
	CTITest
	RTRTrace
	R Test
	OPCTest

#### **QUESTION 4**

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 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



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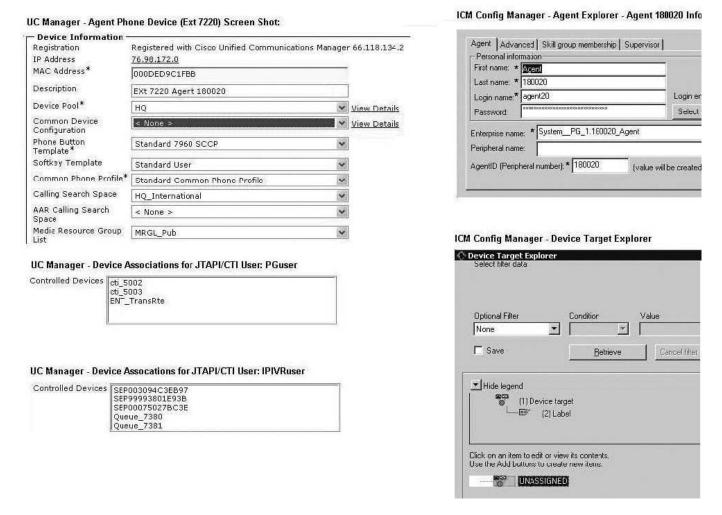
D. login, not ready, ready, available, reserved, talking, hold, wrap up, not ready, logout

Correct Answer: C

#### **QUESTION 6**

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, Agent 180020 using the Cisco Unified Communications Manager IP Phone with Extension 7220 is unable to log in to the system.

Given the configuration in the exhibit, what changes need to be made to allow this agent to log in?



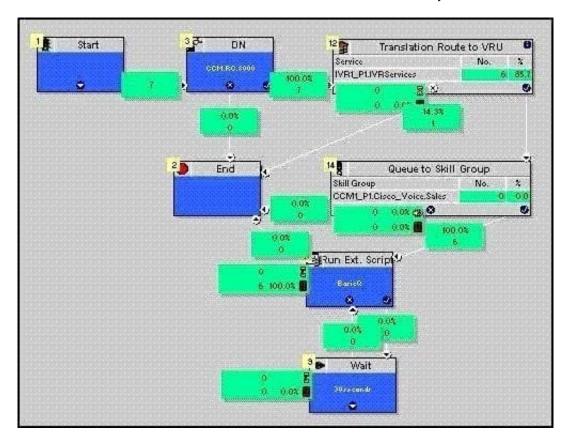
- A. Add the agent\\'s device (IP Phone) to the Controlled Devices for PGuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- B. Add Agent 180020 to the "Sales" skill group to allow the system to route calls to the agent.
- C. Add the agent\\'s device (IP Phone) to the Controlled Devices for IPIVRuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- D. Add the Role "Standard Presence User" to the PGuser configuration using Cisco Unified Communications Manager Administration.

Correct Answer: A



#### **QUESTION 7**

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 8**

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, an agent is having trouble logging in to the system. In reviewing the CTI OS log file, the error message has been found in the log. What is the likely cause of this error?



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- A. The agent\\'s phone is not associated with the PG User.
- B. The agent\\'s password was typed incorrectly or is not valid.
- C. The agent\\'s CTIOS client is running a lower version than the CTIOS on the Peripheral Gateway.
- D. The client cannot communicate with the CTIOS on port 42028.

Correct Answer: A

#### **QUESTION 9**

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

#### **QUESTION 10**

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

- A. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: list\_agent\_status /agent 5001
- B. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0, Build 14833rttest: agent\_status /agent
- C. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0, Build 14833opctest: list\_agents
- D. C:\>procmon UCCE PG1A pim1>>>>pim\_list\_agents
- E. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: dump\_agents 5000 /agent 67172900

Correct Answer: BC



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