



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 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



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:

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

OPCTest	Converts binary logs to human readable format
RI Test	Tests agent state and call control methods
CTITest	Enables or disables Tracing on Cisco Unified ICM Call Router
Dumplbg	Checks status of the Cisco Unified ICM Call Router Process
RTRTrace	Checks status of multiple Peripherals on a Peripheral Gateway

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Correct Answer:

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

Dumplog
CTITest
RTRTrace
RTest
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



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?

UC Manager - Agent Phone Device (Ext 7220) Screen Shot:

Device Information	
Registration	Registered with Cisco Unified Communications Manager 66.118.134.2
IP Address	76.98.172.0
MAC Address*	000DED9C1FBB
Description	Ext 7220 Agent 180020
Device Pool*	HQ View Details
Common Device Configuration	< None > View Details
Phone Button Template*	Standard 7960 SCCP
Softkey Template	Standard User
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	HQ_International
AAR Calling Search Space	< None >
Media Resource Group List	MRGL_Pub

UC Manager - Device Associations for JTAPI/CTI User: PGuser

Controlled Devices
cti_5002 cti_5003 EN_TransRte

UC Manager - Device Associations for JTAPI/CTI User: IPIVRuser

Controlled Devices
SEP003094C3EB97 SEP99993801E93B SEP00075027BC3E Queue_7380 Queue_7381

ICM Config Manager - Agent Explorer - Agent 180020 Info

Agent	Advanced	Skill group membership	Supervisor
Personal information			
First name *	Agent		
Last name *	180020		
Login name *	agent20		
Password:	*****		
Enterprise name *			
System_PG_1.180020_Agent			
Peripheral name:			
AgentID (Peripheral number) *			
180020 (value will be created)			

ICM Config Manager - Device Target Explorer

Device Target Explorer		
Select filter data		
Optional Filter	Condition	Value
None		
<input type="checkbox"/> Save	Retrieve	Cancel filter
<input type="checkbox"/> Hide legend		
Click on an item to edit or view its contents. Use the Add buttons to create new items.		

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





```
10:34:21 CTIOS1-ctios Trace: CSystemEvent::DecodeMessage Begin, Packet length 34
10:34:21 CTIOS1-ctios Trace: SYSTEM_EVENT received: PGStatus:0, ICMCentralControllerTime:1207060713
SystemEventID:10 Arg1:5000 Arg2:4294967295 Arg3:0 Text:(null)
10:34:21 CTIOS1-ctios Trace: >> CG: [SYSTEM]:EVT: eSystemEvent( eSysInstrumentOutOfService )
10:34:21 CTIOS1-ctios Trace: CServiceBroker::HandleSystemEvent(). ERROR - No AgentInstrument provided in
SYS_INSTRUMENT_OUT_OF/BACK_IN_SERVICE
```

- 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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