642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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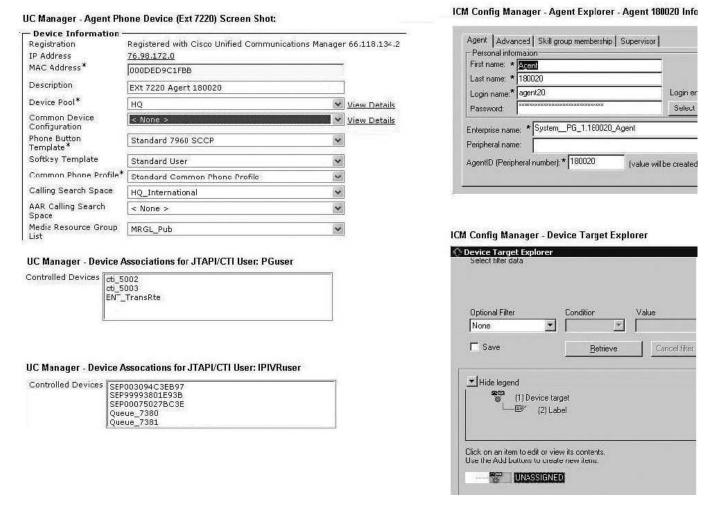
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QUESTION 1

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 2

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment using the Multi-Site Centralized call processing model, all calls come into the central site for treatment or queuing and are then transferred across the WAN to agents. In this deployment, agents have reported that they are getting stuck in a reserved state but not getting the actual call delivered to them. What is the most likely cause of this failure?

A. There are not enough Cisco Unified IP IVR ports available to queue calls at the central site.

B. The agents have lost connection to the centralized CTI OS Servers.

C. The agent\\'s phone was off-hook during the transfer from the Cisco Unified IP IVR.

D. There was not enough bandwidth for the call over the WAN, and the Cisco Unified Communications Manager\\'s Locations-based Call Admission Control rejected the call setup.

Correct Answer: D

QUESTION 3

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:

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 4

Refer to the exhibit. Given the highlighted error message in the Cisco Unified ICM Call Router Log Viewer, what is the most appropriate configuration change to make to avoid the error?

A. Create a Device Target and Label for the Dialed Number (CTI Route Point).

B. Configure a default Label for the Dialed Number or update Cisco Unified ICM Routing Scripts to avoid "End" Nodes without Labels.

C. Use a Divert Node in the Cisco Unified ICM Routing Script for that Dialed Number.

D. Associate the Cisco Unified Communications Manager CTI Route Point for the Dialed Number to the JTAPI User.

Correct Answer: B

QUESTION 5

In a Cisco Unified Contact Center Enterprise system, a new agent and phone have been added to the system; however, the agent is unable to log in to the system.

The agent is using the same type of phone and and has the same CTI OS desktop setup as other agents who are able to log in without issue.

What are two possible causes for this issue?(Choose two.)

A. The incorrect CTIOS Server IP and Port are configured on the new agent\\'s CTI desktop.

B. The new phone used by the agent is not associated with IVRJtapiUser.

C. A new Device Target needs to be added for the phone in the Config (for example, /devtype ipphone / DN 12345).

D. The phone has call forwarding and call waiting enabled.

E. The new phone used by the agent is not associated with PGJtapiUser.

Correct Answer: CE

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