

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 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:

ICM Config Manager - Agent Explorer - Agent 180020 Info

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

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

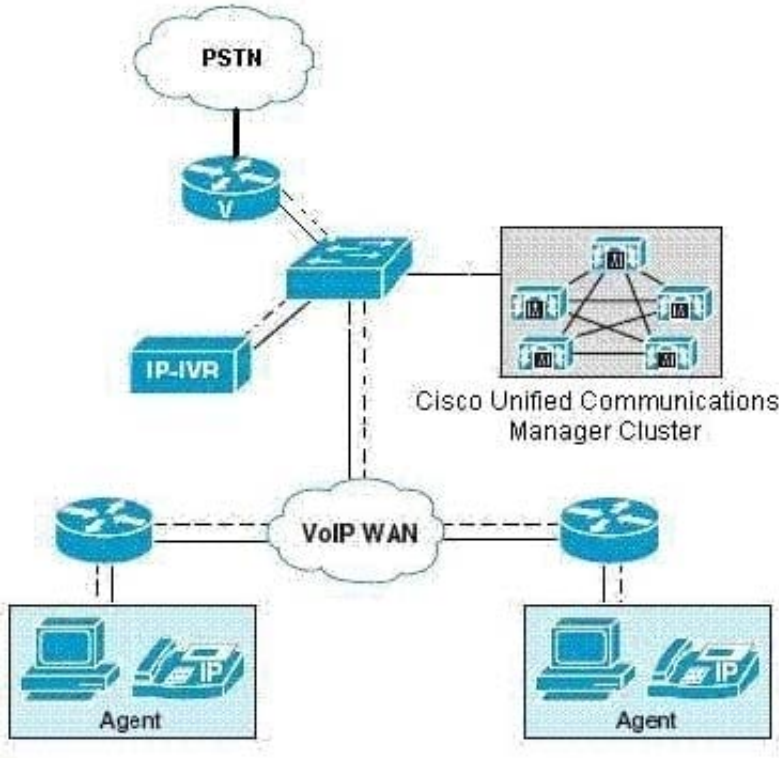
ICM Config Manager - Device Target Explorer

- 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

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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.

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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 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?

ukhil113wintrb - Router Log Viewer					
Time	DN	ANI	CED	Label	Misc
04/01/2006 15:49:24	7061	2087695585	3	530	
04/01/2006 15:49:19	7060	1372379345		535	
04/01/2006 15:49:18	7100	Unknown		5021	
04/01/2006 15:49:13	7061	1590673214		5150	
04/01/2006 15:49:04	705		1	538	
04/01/2006 15:48:58	2505	5122		635	
04/01/2006 15:48:48	7061	1732361787	1	637	
04/01/2006 15:48:46	7120	Unknown	1	6221	
04/01/2006 15:48:33	7086	1904707086		5091	
04/01/2006 15:48:30	7061	Unknown		5121	
04/01/2006 15:48:04	7086	1384872624		5109	
04/01/2006 15:48:00	7041	Unknown	4	535	
04/01/2006 15:47:57	7041	1215526655	4	540	
04/01/2006 15:47:57	7061	Unknown		530	
04/01/2006 15:47:50	7061	Unknown	1	534	
04/01/2006 15:47:47	7061	Unknown		530	
04/01/2006 15:47:46	2505	5076		635	
04/01/2006 15:47:32	7060	Unknown	4	537	
04/01/2006 15:47:25	7086	1784437611		535	
04/01/2006 15:47:24	7060	Unknown		535	
04/01/2006 15:47:23	7060	1798872323	1	5068	
04/01/2006 15:47:13	7060	1483502050		535	

Time	Errors
04/01/2006 15:04:59	No default route available for dialed number Garguan_CCM.7048 (ID 5236).
04/01/2006 11:05:17	No default route available for dialed number Garguan_CCM.7084 (ID 5136).
04/01/2006 10:04:08	No default route available for dialed number Garguan_CCM.7030 (ID 5218).
04/01/2006 04:46:49	No default route available for dialed number Garguan_CCM.7045 (ID 5233).
04/01/2006 04:33:22	No default route available for dialed number Garguan_CCM.7061 (ID 5171).
04/01/2006 10:04:08	No default route available for dialed number Garguan_CCM.7030 (ID 5218).
04/01/2006 04:46:49	No default route available for dialed number Garguan_CCM.7045 (ID 5233).
04/01/2006 04:33:22	No default route available for dialed number Garguan_CCM.7061 (ID 5171).
03/01/2006 19:47:28	No default route available for dialed number Garguan_CCM.7061 (ID 5171).
03/01/2006 18:46:36	No default route available for dialed number Garguan_CCM.7061 (ID 5171).
03/01/2006 15:27:57	No default route available for dialed number Garguan_CCM.7084 (ID 5136).
03/01/2006 14:01:19	No default route available for dialed number Garguan_CCM.7078 (ID 5143).
03/01/2006 11:33:04	No default route available for dialed number Garguan_CCM.7084 (ID 5136).
30/12/2005 14:02:53	No default route available for dialed number Garguan_CCM.7083 (ID 5148).
30/12/2005 11:20:17	No default route available for dialed number KWD_Aspect.674 (ID 5101).
30/12/2005 05:05:03	No default route available for dialed number Garguan_CCM.7030 (ID 5218).
29/12/2005 17:04:14	No default route available for dialed number KWD_Aspect.674 (ID 5101).
29/12/2005 17:03:14	No default route available for dialed number KWD_Aspect.674 (ID 5101).
28/12/2005 14:45:42	No default route available for dialed number Garguan_CCM.7000 (ID 5000).
28/12/2005 12:11:36	No default route available for dialed number Garguan_CCM.7084 (ID 5136).
28/12/2005 12:00:52	No default route available for dialed number Garguan_CCM.7084 (ID 5136).
27/12/2005 08:12:47	No default route available for dialed number Garguan_CCM.7082 (ID 5147).
27/12/2005 06:01:12	No default route available for dialed number Garguan_CCM.7030 (ID 5218).
23/12/2005 12:03:20	No default route available for dialed number Garguan_CCM.7083 (ID 5148).

- 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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