642-243^{Q&As}

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	A formula that must evaulate to "true" for the Cisco Unified ICM to be able to use this target when the node executes
Select Max/Select Min Value Of	A formula that determines which of the targets is selected
Consider If	The route to send the call for initial VRU processing if the target is selectec
Translation Route	A route to send the call if this target is selected

Select and Place:

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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.

Route

Select Max/Select Min Value Of

Consicer If

Translation Route

A formula that must evaulate 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 selectec

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

Consicer If

Translation Route

Route

| A route to send the call if this target is selected |
| --- |

QUESTION 2

In a Cisco Unified Contact Center Enterprise deployment, which three traces would you apply for a Cisco Unified Communications Manager PIM in the Cisco Unified ICM PROCMON tool? (Choose three.)

A. trace *low* /on

B. trace csta* /on

C. trace *event /on

D. trace closedcalls /on

E. trace precall /on

F. trace routing /on

Correct Answer: BCE

QUESTION 3

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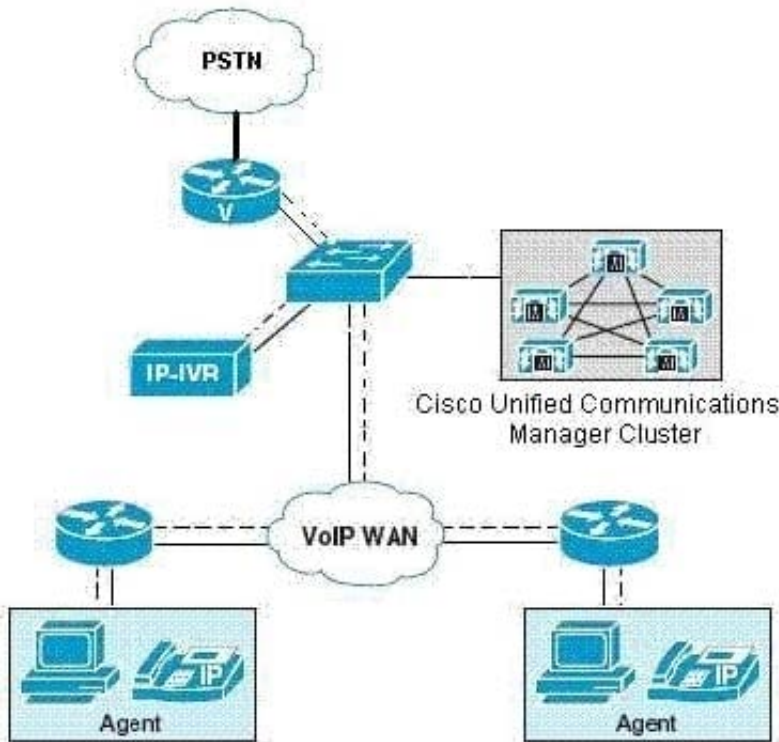
A. There are not enough Cisco Unified IP IVR ports available to queue calls at the central site.

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

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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 4

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

Select and Place:

Correct Answer:

QUESTION 5

Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

```
Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=14840$.3062 NTID: 0 dialed number=10200 CED= ASTID=5203
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=14840$.3062 ASTID: 5203 NTID: 0 Ext: 21186
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Route Call Key=(14840$/3062)
Trace: TelephonyDriver::ProcessCSTARouteSelect: crossRefID=46863, RTRCallKey=14840$.3062, label 21186 callID=503589 22
```

A. CTI OS (Server)

B. CTI OS (Client)

C. JTAPI Gateway (jgw)

D. UC Manager PIM (Enterprise Agent PIM)

E. ICM Call Router (rtr)

Correct Answer: D

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