

642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Select and Place:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label
Distribute
Select
Route Select
Skill Group
Switch

Used to direct Routing Script execution to its active output connection
Used to search best matches with Start with first target or Start with Next target options
Used to return multiple Labels to a routing client
Used to define the set of skill groups that can receive the contact
Used to allocate contacts among the targets based on current information about each target
Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Select and Place:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

- Divert Label
- Distribute
- Select
- Route Select
- Skill Group
- Switch

Used to direct Routing Script execution to its active output connection

Used to search best matches with **Start with first target** or **Start with Next target** options

Used to return multiple Labels to a routing client

Used to define the set of skill groups that can receive the contact

Used to allocate contacts among the targets based on current information about each target

Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Correct Answer:

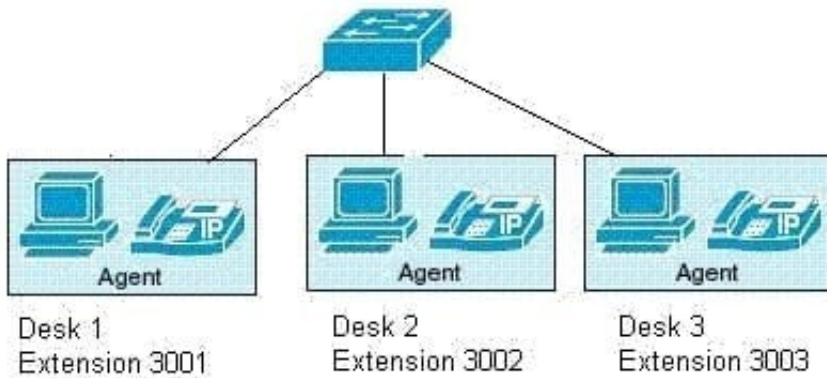
Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

-
-
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-
-

- Switch
- Select
- Divert Label
- Skill Group
- Distribute
- Route Select

QUESTION 2

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with agents deployed as shown in the exhibit, an agent has reported receiving CTI screen pops for calls, but then the call is not sent to the agent. What is a possible cause of this problem?



- A. The agent logged in with an extension that does not exist.
- B. The agent logged in using an extension that is assigned to another agent's phone.
- C. The agent's phone is not associated with the PG User.
- D. The agent is still logged into CTIOS on another PC.

Correct Answer: B

QUESTION 3

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 4

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 5

Refer to the exhibit. Calls in a Cisco Unified Contact Center Enterprise system are failing when the system attempts to queue the calls on the Cisco Unified IP IVR. A VRUCAP file was captured from the failed call. Based on this log file, what are the possible causes for the call failing?

```
Service ID: (1) 00000001
ANI: 1998
UUI: 3531
Called Number: 9091
DNIS: 9091
22:43:44.322: PG->VRU: Service Control Message (= Message Type 47); Message Length 60 bytes
Run Script Req (= Subtype 7); DialogueID: (250) 000000fa;
SendSeqNo: (1)00000001
Invoke ID: (1) 00000001
Script Name: NoAgents.aef
Script Configuration:
ANI: 1998
CED:
Call Variable 1:
Call Variable 2:
Call Variable 3:
Call Variable 4:
Call Variable 5:
Call Variable 6:
Call Variable 6:
Call Variable 7:
Call Variable 8:
Call Variable 9:
Call Variable 10:
22:43:44.337: VRU->PG: Service Control Message (= Message Type 47); Message Length 20 bytes
Dialogue Failure Conf (= Subtype 11); DialogueID: (250) 000000fa;
SendSeqNo: (2)00000002
Invoke ID: (1) 00000001
Error Code: The Script ID Specified is invalid or unknown (29)
```

- A. The DNIS 9091 is not configured as a JTAPI Application for the Cisco Unified IP IVR.
- B. The GED-125 Service Control Interface does not support Subtype 7 as part of a routing dialog.
- C. The IP-IVR Script "NoAgents.aef" does not exist.
- D. The Cisco Unified IP IVR Script "NoAgents.aef" is missing an "Accept Contact" step in the workflow.
- E. The Cisco Unified IP IVR ICM Service is out of service and needs to be restarted.

Correct Answer: C

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