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?
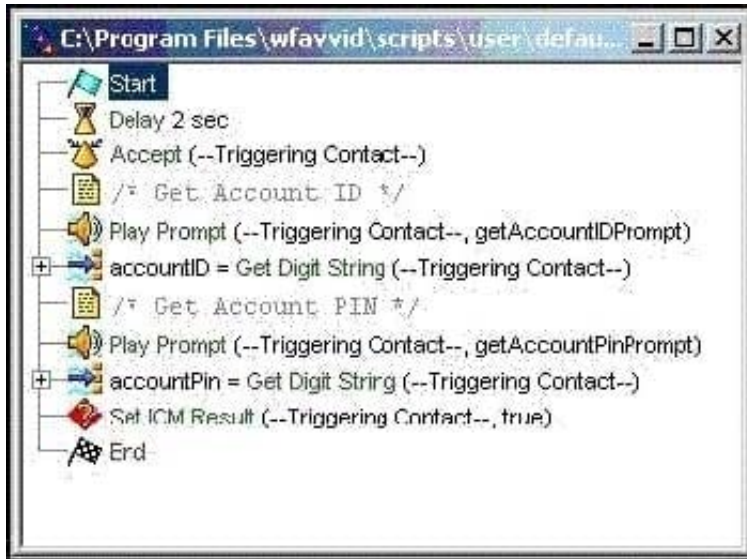
A. The "Set Contact Info" variable should be used before the "Set ICM Result" to set "Call.PeripheralVariable1". to "accountID" and "Call.PeripheralVariable2" to "accountPIN"

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, callers are reporting that when they call in, their calls are being intermittently dropped without hearing a welcome or queue message.

Which two problems could potentially cause calls not to reach the Cisco Unified IP IVR? (Choose two.)

A. The Cisco Unified IP IVR Media Group does not have any remaining channels.

B. The number of ports in the Cisco Unified IP IVR Call Control Group does not match the number of ports in the Cisco Unified IP IVR Media Control Group.

C. There are more Cisco Media Channels configured in the Cisco Unified IP IVR than Cisco Unified Communications Manager CTI Ports assigned in the Cisco Unified IP IVR.

D. The Cisco Unified Communications Manager Calling Search Space of the Gateway of the call does not have access to the partition in which the Cisco Unified IP IVR CTI Ports are found.

E. The CTI Ports have not been assigned to a Call Control Group via AppAdmin in Cisco Unified IP IVR.

F. The Cisco Unified IP IVR CTI Ports do not have a Calling Search Space assigned in Cisco Unified Communications Manager.

Correct Answer: AD

QUESTION 3

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 4

In addition to enabling tracing in the Cisco Unified IP IVR, what additional trace files would be helpful in troubleshooting calls that are being dropped in the Cisco Unified IP IVR for the Cisco Unified Contact Center Enterprise solution? (Choose two.)

A. Cisco Unified Communications Manager > CM Services > CM Services > Cisco CallManager > Debug Trace Level set to Detailed

B. Cisco Unified Communications Manager > CM Services > CM Services > Cisco CallManager > Debug Trace Level set to Error

C. Cisco Unified Communications Manager > CTI Services > SDI > Debug Trace Level set to Error

D. Cisco Unified Communications Manager > CTI Services > Cisco CTIManager > Debug Trace Level set to Detailed

E. Cisco Unified Communications Manager > CM Services > Cisco CTIManager > Debug Trace Level set to Detailed

Correct Answer: AE

QUESTION 5

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

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