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Unified Contact Center Enterprise Support Exam

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QUESTION 1

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

A. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: list_agent_status /agent 5001

B. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: agent_status /agent

C. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: list_agents

D. C:\>procmon UCCE PG1A pim1>>>>pim_list_agents

E. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: dump_agents 5000 /agent 67172900

Correct Answer: BC

QUESTION 2

Refer to the exhibit. The Cisco Unified Communications Manager Peripheral Gateway is unable to connect and activate the link to Cisco Unified Communications Manager. Review the log file from the Cisco Unified Communications Manager JTAPI Gateway. What are two possible causes of this failure to connect? (Choose two.)

```
23:09:18 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:18 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:18 unknown-jgw1 Trace: The value of JavaRunTimeOptions in the registry is not set
23:09:18 unknown-jgw1 Trace: starting java program main method...
23:09:19 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:19 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: Monitor Server pipe ipcc\PG1A\jgw1 Cmd Pipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: [Thread-1]ThreadAddressManager starts
23:09:19 unknown-jgw1 Trace: ThreadAddressManager::Waiting for next retry
23:09:19 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:19 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:19 unknown-jgw1 Trace: JVM Total Memory: 2031616 JVM Free Memory: 1355016 JVM Heap in Use: 676600 JVM has 66.696465% free memory
23:09:20 unknown-jgw1 Trace: getJtapiPeer returned successfully.  JTapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:20 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1(0.15) Release
23:09:20 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:20 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
23:09:20 unknown-jgw1 Trace: Not using Cisco Synchronous Observer interface.
23:09:20 unknown-jgw1 Trace: Initializing JTAPI TraceManager.
23:09:20 unknown-jgw1 Trace: disableAll() TraceManager for CTICLIENT
23:09:20 unknown-jgw1 Trace: Calling getProvider() 10.1.78.21;login=ccm1pguserX;passwd=<***edited***>
23:09:21 unknown-jgw1 Trace: JtapiPeer.getProvider(): caught PlatformException(com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password.)
Provider could not be created.
23:09:21 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.
23:09:41 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:41 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: getJtapiPeer returned successfully.  JTapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1(0.15) Release
23:09:41 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:41 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
23:09:41 unknown-jgw1 Trace: Not using Cisco Synchronous Observer interface.
23:09:41 unknown-jgw1 Trace: disableAll() TraceManager for CTICLIENT
23:09:41 unknown-jgw1 Trace: Calling getProvider() 10.1.78.21;login=ccm1pguserX;passwd=<***edited***>
23:09:41 unknown-jgw1 Trace: JtapiPeer.getProvider(): caught PlatformException(com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password.)
Provider could not be created.
23:09:41 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.
```

A. The Cisco Unified Communications Manager is not reachable on the network.

B. The JTAPI Gateway\\'s configuration of the Cisco Unified Communications Manager Publisher IP Address is invalid.

C. The JTAPI Gateway\\'s configuration of the JTAPI User ID (ccm1pguserX) does not match with the Cisco Unified Communications Manager\\'s preconfigured ID.

D. The JTAPI Gateway version is not compatible with the Cisco Unified Communications Manager version and needs to be downloaded again from the Plug-in page in Cisco Unified Communications Manager.

E. The Cisco Unified Communications Manager\\'s CTI Manager service is not enabled.

F. The JTAPI Gateway\\'s configuration of the JTAPI User Password does not match the Cisco Unified Communications Manager\\'s preconfigured password.

Correct Answer: CF

QUESTION 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, calls are failing during the Translation Route to the Cisco Unified IP IVR. Review the MIVR log file and select the most possible reason for this failure.

```
124065: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Route Connection=[1001/(P1-ivrjtapi_1) GCID=(1,62)->ACTIVE]->OFFERED,
        reason=6, Event= CallCtlConnOfferedEv, cause=100, metacode=128, isMaster=true
124067: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=50,implId=62/1,
        inbound=true,App name=BasicQ,task=null,session=null,seq num=-1,cn=1001,dn=1001,cgn=2011,ani=null,
        dnis=null,clid=null,atype=REDIRECT,lrd=8000,ocn=8000,route=TR[num=1001],TP=null
124072: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-7-UNK:Route TR[num=1001], event=CallCtlConnDisconnectedEv,
        cause=Other: 17[17], meta=META_CALL_ENDING[132]
124073: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-5-CTIPG_ROUTE_EVENT:CTI Port Group route event:
        Route Session=[1001/(P1-ivrjtapi_1) GCID=(1,62)->INVALID]->DISCONNECTED,Route Address=1001,
        Failure reason=CTI accept timer expires after 4188 ms, end route connection,
        Exception=com.cisco.lang.InterruptedException: No idle channels available in group 'Cisco CTI Port Group #26';
```

A. There are not enough Sessions configured on the JTAPI Trigger configuration of the Cisco Unified IP IVR.

B. There are not enough Channels configured in the Cisco Media Group of the Cisco Unified IP IVR.

C. There are not enough CTI Ports configured in the CTI Port Group of the Cisco Unified IP IVR.

D. The CTI Port\\'s Partition is not in the Calling Search Space of the JTAPI Trigger in the Cisco Unified IP IVR.

Correct Answer: C

QUESTION 4

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 5

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.
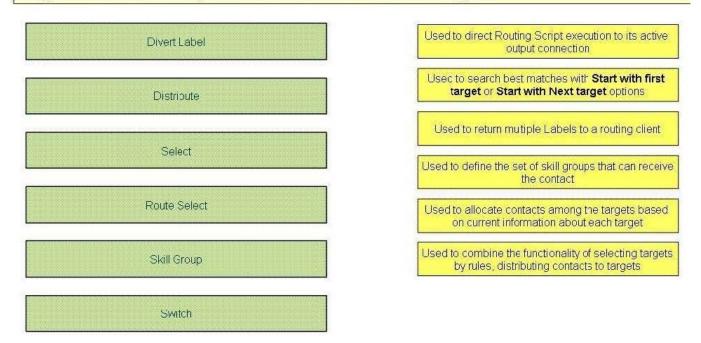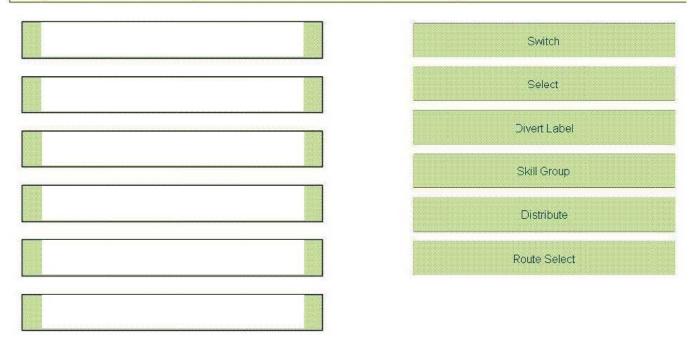
Select and Place:

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

Divert Label	Used to direct Routing Script execution to its active output connection
Distribute	Usec to search best matches with **Start with first target** or **Start with Next target** options
Select	Used to return mutiple Labels to a routing client
Route Select	Used to define the set of skill groups that can receive the contact
Skill Group	Used to allocate contacts among the targets based on current information about each target
Switch	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	Used to direct Routing Script execution to its active output connection
Distribute	Usec to search best matches with **Start with first target** or **Start with Next target** options
Select	Used to return mutiple Labels to a routing client
Route Select	Used to define the set of skill groups that can receive the contact
Skill Group	Used to allocate contacts among the targets based on current information about each target
Switch	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.

	Switch
	Select
	Divert Label
	Skill Group
	Distribute
	Route Select

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