

642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

Pass Cisco 642-243 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/642-243.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

When troubleshooting calls that are dropping in the Cisco IP IVR in the Cisco Unified Contact Center Enterprise solution, which log file settings would be useful? Select the three best options for tracing from the AppAdmin > System > Tracing menu. (Choose three.)

- A. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_ICM
- B. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_JTAPI and SS_ICM
- C. Trace Configuration > CRS Engine > SUBSYSTEMS Under MISCELLANEOUS, turn on this MIVR trace Debug level for ENG
- D. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_ICM
- E. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_JTAPI

Correct Answer: ACD

QUESTION 2

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, callers have reported that their calls are dropping intermittently without hearing any greetings or queue music. At times they are able to hear Cisco Unified IP IVR

prompts but are then dropped before connecting to an agent.

The Cisco Unified Communications Manager is configured as follows for this deployment:

All CTI Route Points that make requests to Cisco Unified ICM have names that start with "IPCC."

All CTI Route Points used for Cisco Unified ICM Translation Routing to the Cisco Unified IP IVR are named starting with "Trans."

All CTI Ports used by the Cisco Unified IP IVR are named starting with "CTI."

All Agent Phones are named starting with "SEP."

There is concern about how these devices are associated in the Cisco Unified Communications Manager configuration. The device associations for the PGuser and IVRuser are shown in the exhibit.

Given the problem and the current device associations, what two things might be causing these call failures? (Choose two.)

<input checked="" type="checkbox"/>		TransRtRP2	TransRtRP2	<input type="radio"/>	6001	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP3	TransRtRP3	<input type="radio"/>	6002	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP4	TransRtRP4	<input type="radio"/>	6003	<input type="radio"/>	Controlled

- A. "Enable CTI Application Use" is not checked on the PGuser and IVRuser configuration options
- B. The Peripheral Gateway and Cisco Unified IP IVR do not use the PGuser nor IVRuser Cisco Unified Communications Manager user accounts
- C. CTI_1300 and TransRtPT3 should not be associated with the PGuser Cisco Unified Communications Manager user account
- D. All devices should be associated with both the PGuser and IVRuser Cisco Unified Communications Manager user accounts
- E. The Agent IP Phone 3001 should not be associated with the IVRuser Cisco Unified Communications Manager user account
- F. The problem is not with the configuration. The Cisco Unified Communications Manager database subscription is broken on subscribers

Correct Answer: CE

QUESTION 3

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 4

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

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

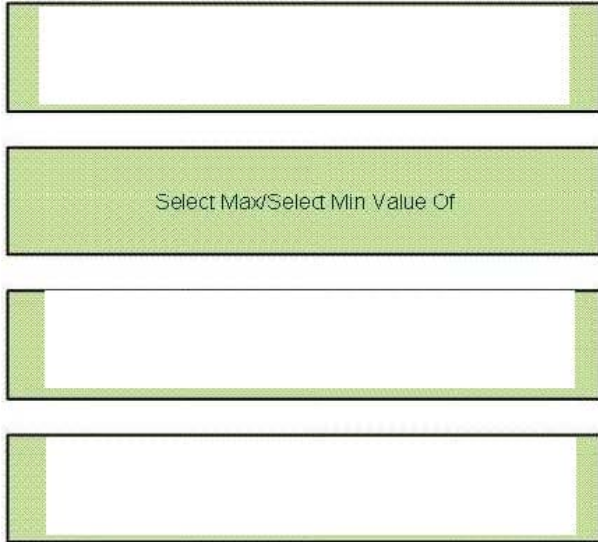
A formula that determines which of the targets is selected

The route to send the call for initial VRU processing if the target is selected

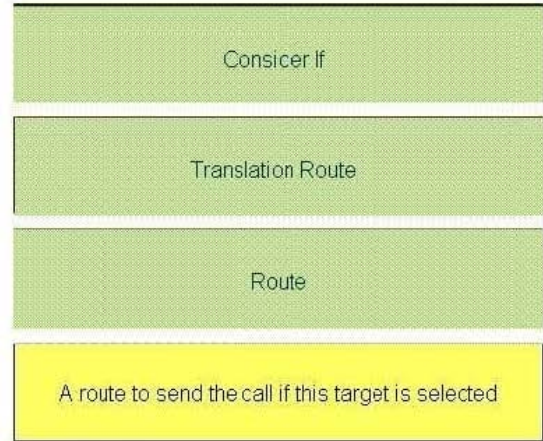
A route to send the call if this target is selected

Correct Answer:

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.



Four empty rectangular boxes with a light green border, arranged vertically on the left side of the interface. These are intended for dragging options from the right side.



Four rectangular boxes with a light green border, arranged vertically on the right side of the interface. These contain the options to be dragged:

- Consider If
- Translation Route
- Route
- A route to send the call if this target is selected

QUESTION 5

In a Cisco Unified Contact Center Enterprise system, external callers being queued on the Cisco Unified IP IVR are reporting voice quality issues with the Cisco Unified IP IVR prompts as being "choppy." Which two actions would be helpful in finding the problem? (Choose two.)

- A. Check that the codec configuration matches between the voice gateway configuration on the Cisco Unified Communications Manager, and the codec configured on the Cisco Unified IP IVR/CRS server.
- B. Trace the voice path of a problem call through the network, collecting and analyzing traffic from the voice gateway and Cisco Unified IP IVR/CRS server.
- C. Enable Performance Monitor counters on the Cisco Unified IP IVR/CRS server to monitor CPU and memory usage.
- D. Collect JTAPI logs from the Cisco Unified IP IVR to investigate any errors with the call control messages.
- E. Verify the MTP resources that are available in Cisco Unified Communications Manager for this call flow.

Correct Answer: BC

[642-243 VCE Dumps](#)

[642-243 Practice Test](#)

[642-243 Braindumps](#)