

642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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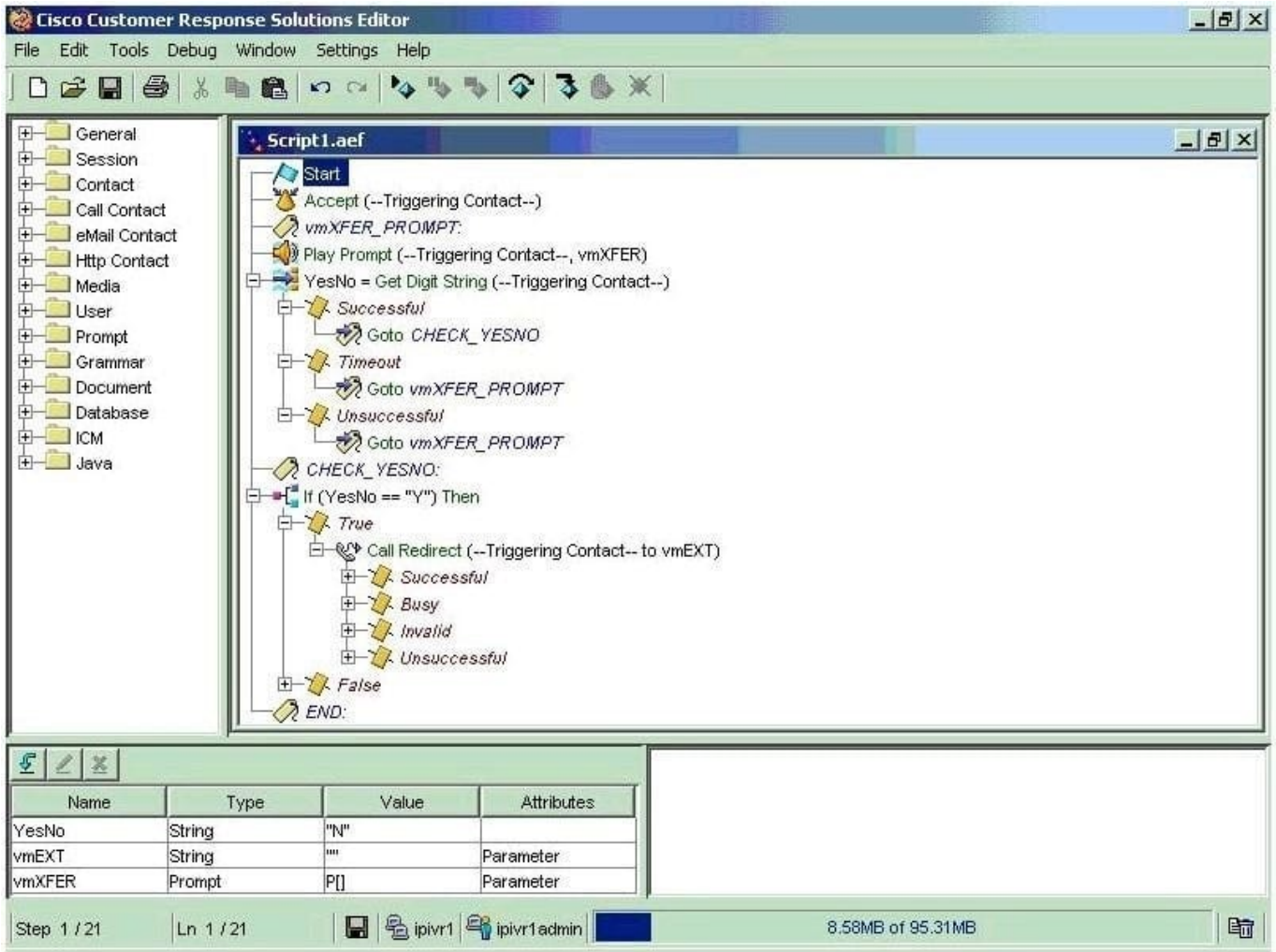
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QUESTION 1

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the call flow allows the caller to opt out and leave a voice-mail message for an agent team while in queue. The Cisco Unified IP IVR application "Script1.aef" is called to prompt the caller and transfer the call to voice mail. What impact does the script shown in the exhibit have on the system?



- A. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Abandoned" in the Cisco Unified CCE Call Type reporting.
- B. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Transferred Out" in the Cisco Unified CCE Call Type reporting.
- C. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Handled" in the Cisco Unified CCE Call Type reporting.
- D. All calls that are sent to this script will be sent to the vmEXT using the Call Redirect step.
- E. Callers will remain in queue after they leave the voice-mail message.

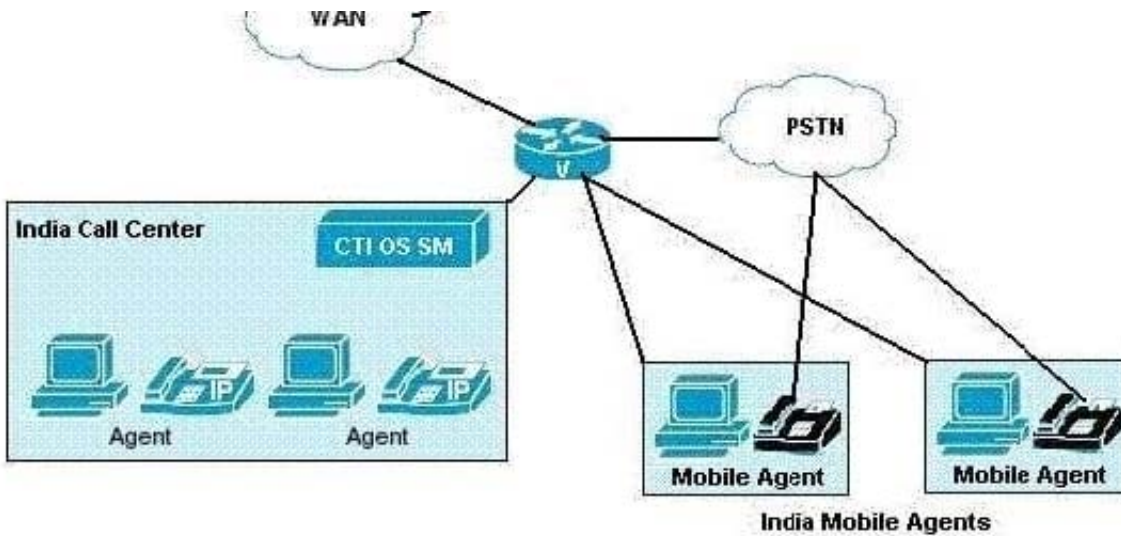
Correct Answer: A

QUESTION 2

Refer to the exhibit. In this Cisco Unified Contact Center Enterprise system design:

All calls come into the US Data Center for treatment or queuing in a local Cisco Unified IP IVR Agents are located in a call center in the US and India and there are also Mobile Agents in their local countries using "nailed-up" connections via the local PSTN All agents are using CTI OS for their agent desktop, using a specific connection profile to define the appropriate silent monitoring method for their location

In this design, a Supervisor in the US wants to monitor agents in India. What are the possible combinations that will allow that to happen? (Choose two.)

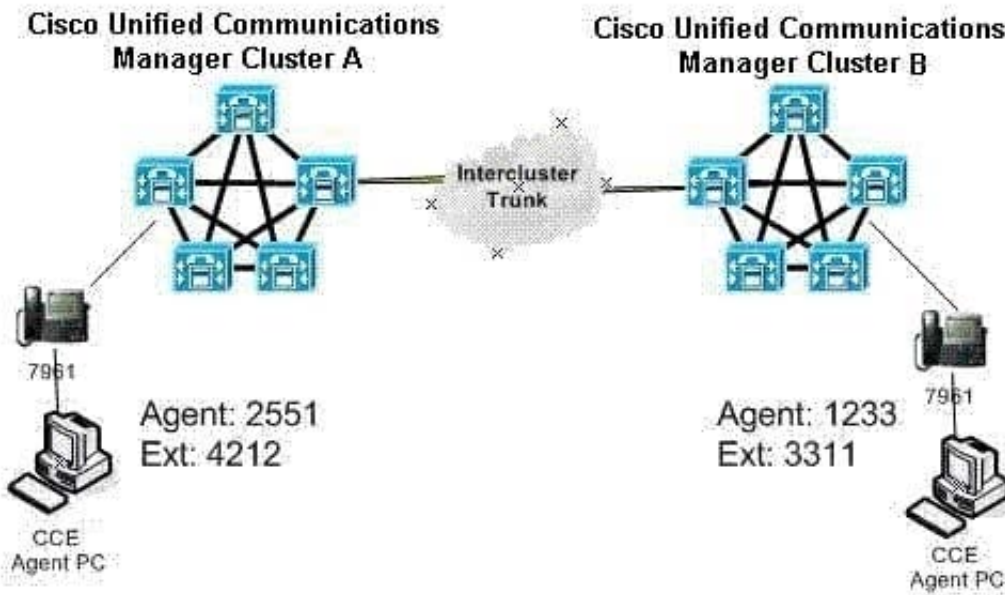


- A. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor any CTI OS agent in India.
- B. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor the Mobile Agents in India.
- C. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor the internal or local Call Center Agents in India.
- D. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor any CTI OS agent in India.
- E. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor the Mobile Agents in India.
- F. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor the internal or local Call Center Agents in India.

Correct Answer: CE

QUESTION 3

Refer to the exhibit. In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?



- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.
- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

Correct Answer: C

QUESTION 4

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, an agent is having trouble logging in to the system. In reviewing the CTI OS log file, the error message has been found in the log. What is the likely cause of this error?

```
10:34:21 CTIOS1-ctios Trace: CSystemEvent::DecodeMessage Begin, Packet length 34
10:34:21 CTIOS1-ctios Trace: SYSTEM_EVENT received: PGStatus:0, ICMCentralControllerTime:1207060713
SystemEventID:10 Arg1:5000 Arg2:4294967295 Arg3:0 Text:(null)
10:34:21 CTIOS1-ctios Trace: >> CG: [SYSTEM]:EVT: eSystemEvent( eSysInstrumentOutOfService )
10:34:21 CTIOS1-ctios Trace: CServiceBroker::HandleSystemEvent(). ERROR - No AgentInstrument provided in
SYS_INSTRUMENT_OUT_OF/BACK_IN_SERVICE
```

- A. The agent's phone is not associated with the PG User.
- B. The agent's password was typed incorrectly or is not valid.
- C. The agent's CTIOS client is running a lower version than the CTIOS on the Peripheral Gateway.
- D. The client cannot communicate with the CTIOS on port 42028.

Correct Answer: A

QUESTION 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, an agent reports being unable to transfer or conference callers with other agents. The agent is able to accept new inbound calls from the system, but cannot transfer the call. The log files shown in the exhibit were collected from the Cisco Unified Communications Manager PIM logs, the JTAPI Gateway log, and the Cisco Unified Communications Manager Trace log during testing of this failure. Which issue may be the cause of this problem?

UC Manager PIM Log:

Pg9A-pin1 Trace: ApplicationProtocol::RecvFailureConfMsg - Failure message status \$CCCC00C4 (-1932787516) received

JTAPI Gateway Log:

Pg9A-jgw1 Trace: CTI Error Code for JTAPI Exception is: — Undecoded: -1932787516 (%ccc00c4) —

UC Manager Trace Log:

CCM|LineControl(481) - 0 calls, 0 CiReq, busyTrigger=1, maxCall=1

- A. The wrong Calling Search Space is defined on the Agent IP Phone in Cisco Unified Communications Manager.
- B. The wrong Partition is defined on Agent Directory Number on the IP Phone in Cisco Unified Communications Manager.
- C. No Transcoding Resources are defined in the MRGL assigned on the IP Phone in Cisco Unified Communications Manager.
- D. Cisco Unified Communications Manager only allows one call leg per Directory Number on the IP Phone. The transfer fails due to the second call leg being invoked by the agent.

Correct Answer: D

QUESTION 6

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

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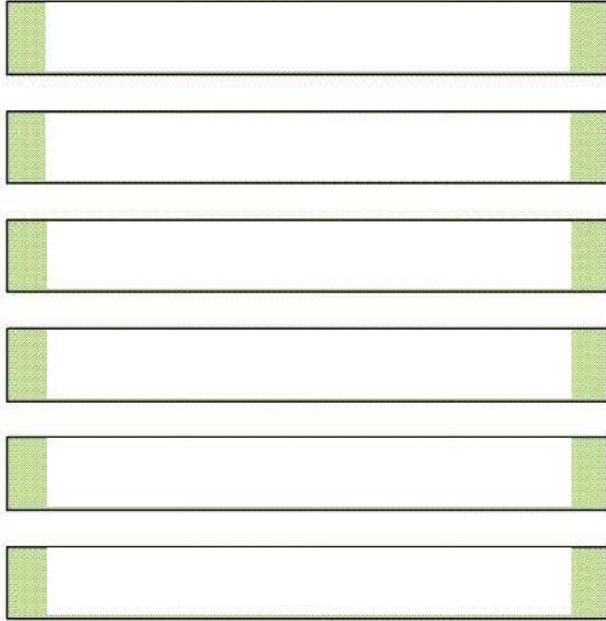
Used to define the set of skill groups that can receive the contact

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.



QUESTION 7

In the Cisco Unified Contact Center Enterprise solution, the Cisco Unified ICM Script Editor Agent-to- Agent Node is used to send calls between agents in the system. Which item is not applicable to the Agent- to-Agent Node usage?

- A. When selecting an agent by "Peripheral Number," an expression is required.
- B. When selecting an agent by "Enterprise Name," an expression is required.
- C. An agent may be selected by Peripheral Number, Enterprise Name, or Skill Target ID.
- D. When the "Node fails if agent is unavailable" option is checked, the specified agent must be in a Ready state for the "success" branch of the node to be executed.
- E. When the "Node fails if agent is unavailable" option is not checked, the "success" branch of the node is executed and the Cisco Unified ICM Call Router sends the call if the Call Router finds a valid label for the agent.

Correct Answer: B

QUESTION 8

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 9

In the Cisco Unified Contact Center Enterprise system, which of these steps will enable JTAPI tracing for the Cisco Unified IP IVR/CRS Server?

- A. IP-IVR JTAPI traces are enabled during installation by default with IP-IVR/CRS 4.X and higher.
- B. Enable debugging from the IP-IVR/CRS Application Administration System > Tracing > CRS Engine > Subsystems > SS_Tel and SS_ICM.
- C. In the IP-IVR/CRS Server - Start Programs > CiscoJTAPI > Cisco Unified Communications JTAPI Preference.
- D. JTAPI tracing is handled by the Cisco Unified Communications Manager so JTAPI tracing is enabled by activating the CTI Manager tracing.

Correct Answer: C

QUESTION 10

Refer to the exhibit. An agent in a Cisco Unified Contact Center Enterprise system is reporting that the system is automatically changing the agent's state from "Ready" to "Not-Ready" for no apparent reason.

In the Cisco Unified Communications Manager configuration, the default Calling Search Space for the CTI Ports and CTI Route Points is "Calling Party."

Given the log file and Cisco Unified Communications Manager configuration, which option is the most likely cause of the failure?

```
Accepting call for CTI Route Point: 1208 on CTI Port: 1333, ciscoCause=31 21817: Apr 08 20:02:48.001 CDT %MVR-SS_TEL-7-UNK:Call.accepte
JTAPICallContact[id=123,impId=105251/4,inbound=true,App name=BUR_TR1,task=null,session=80000000096,seq
num=0,cn=1208,dn=1208,cgn=6309659195,ani=null,dnis=null,clid=null,atype=REDIRECT,Ird=4901,ocn=8883366178,route=RP[num=1208],TP=13
REDIRECT_FAILED:Redirect failed: All Call ids=CallID:123 MediaId:105251/4 Task:73000000315,Extension=613373,Exception=com.cisco.jtapi.In
Request failed because of an invalid destination. ,Failure reason= CTIERR_REDIRECT_CALL_UNKNOWN_DESTINATION=0x8ccc0034 21880: A
CDT %MVR-SS_TEL-3-EXCEPTION:com.cisco.jtapi.InvalidPartyExceptionImpl: Request failed because of an invalid destination.
```

- A. The agent walked away from the desk without putting him or herself into "Not Ready."To resolve this issue instruct the agent to put his or her phone in a "Not Ready" state before leaving the workstation.
- B. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis- configuration.The Calling Search Space of the CTI Route Point 1208 needs to have the agent's extension 613373 in Cisco Unified Communications Manager.
- C. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis- configuration.The Calling Search Space of the calling device needs to have the agent's extension 613373 in Cisco Unified Communications Manager.

D. The agent's extension 613373 is not associated with the IP-IVR JTAPI/CTI user in Cisco Unified Communications Manager. From the Cisco Unified Communications Manager Administration > User; add extension 613373 as a controlled device.

Correct Answer: C

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