



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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**QUESTION 1**

Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

```
Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=148408.3062 NTID: 0 dialed number=1 0200 CED= ASTID=5203
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=148408.3062 ASTID: 5203 NTID: 0 Ext: 21186
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Route CallKey=(148408/3062)
Trace: TelephonyDriver::ProcessCSTARoute Select: crossRefID=46863, RTRCallKey=148408.3062, label 21186 callID=50358922
```

- A. CTI OS (Server)
- B. CTI OS (Client)
- C. JTAPI Gateway (jgw)
- D. UC Manager PIM (Enterprise Agent PIM)
- E. ICM Call Router (rtr)

Correct Answer: D

QUESTION 2

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 3

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

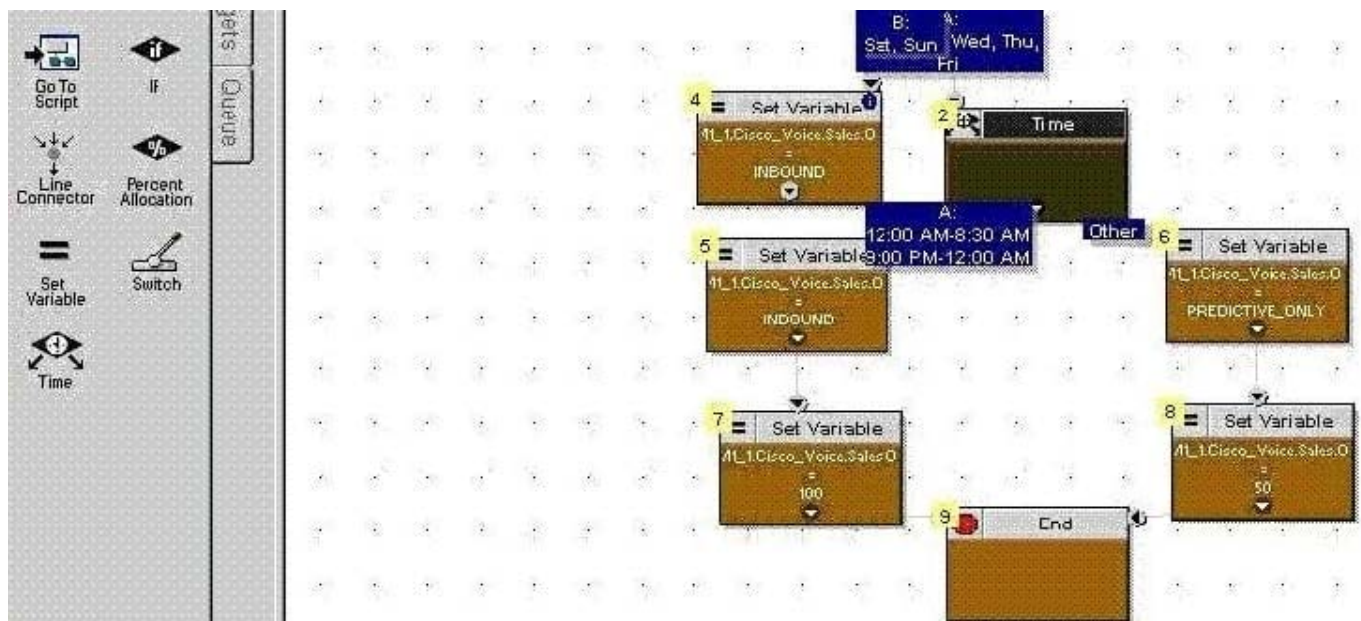
Correct Answer: AE

QUESTION 4

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with the Outbound Option, the CCM1_Cisco_Voice_Sales skill group did not receive any outbound calls on Tuesday between 8:30 a.m. and 9:00 a.m.

During this time frame the campaign was scheduled to begin at 8:30 a.m. and 10 (ten) agents were logged into the skill group.

Based on the Cisco Unified ICM Admin Script that is used to control the outbound calling, what could cause the group not to get any outbound calls?



A. The Outbound Percent for the skill is set to 50%.

B. The Admin Script is invalid because the Time legs are inverted.

C. The period the Admin Script was set to run is hourly and the next time that it ran was 9:00 a.m.

D. The Outbound mode in Node 6 should be set to "BLENDED".

Correct Answer: C

QUESTION 5



Refer to the exhibit. In a Cisco Unified Contact Center Enterprise call flow, the Cisco Unified IP IVR application is used to queue calls during business hours, or plays the system generated "goodbye" prompt. In testing this call flow, all callers are hearing the "goodbye" prompt, even during business hours. In order to correct this error, which Cisco Unified IP IVR step needs to be moved in the flow shown in the exhibit?



- A. Get Enterprise Call Info step
- B. If step
- C. Play Prompt ("goodbye") step
- D. Play Prompt ("ICMStayOnline") step
- E. Label ("PlayPrompt:") step

Correct Answer: E

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