



# 642-243<sup>Q&As</sup>

Unified Contact Center Enterprise Support Exam

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## QUESTION 1

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 2



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?

| ukhil113wintrb - Router Log Viewer |      |            |     |       |      |
|------------------------------------|------|------------|-----|-------|------|
| Time                               | DN   | ANI        | CED | Label | Misc |
| 04/01/2006 15:49:24                | 7061 | 2087695585 | 3   | 530   |      |
| 04/01/2006 15:49:19                | 7060 | 1372379345 |     | 535   |      |
| 04/01/2006 15:49:18                | 7100 | Unknown    |     | 5021  |      |
| 04/01/2006 15:49:13                | 7061 | 1590673214 |     | 5150  |      |
| 04/01/2006 15:49:04                | 705  |            | 1   | 538   |      |
| 04/01/2006 15:48:58                | 2505 | 5122       |     | 635   |      |
| 04/01/2006 15:48:48                | 7061 | 1732361787 | 1   | 637   |      |
| 04/01/2006 15:48:46                | 7120 | Unknown    | 1   | 6221  |      |
| 04/01/2006 15:48:33                | 7086 | 1904707086 |     | 5091  |      |
| 04/01/2006 15:48:30                | 7061 | Unknown    |     | 5121  |      |
| 04/01/2006 15:48:04                | 7086 | 1384872624 |     | 5109  |      |
| 04/01/2006 15:48:00                | 7041 | Unknown    | 4   | 535   |      |
| 04/01/2006 15:47:57                | 7041 | 1215526655 | 4   | 540   |      |
| 04/01/2006 15:47:57                | 7061 | Unknown    |     | 530   |      |
| 04/01/2006 15:47:50                | 7061 | Unknown    | 1   | 534   |      |
| 04/01/2006 15:47:47                | 7061 | Unknown    |     | 530   |      |
| 04/01/2006 15:47:46                | 2505 | 5076       |     | 635   |      |
| 04/01/2006 15:47:32                | 7060 | Unknown    | 4   | 537   |      |
| 04/01/2006 15:47:25                | 7086 | 1784437611 |     | 535   |      |
| 04/01/2006 15:47:24                | 7060 | Unknown    |     | 535   |      |
| 04/01/2006 15:47:23                | 7060 | 1798872323 | 1   | 5068  |      |
| 04/01/2006 15:47:13                | 7060 | 1483502050 |     | 535   |      |

  

| Time                | Errors                                                                   |
|---------------------|--------------------------------------------------------------------------|
| 04/01/2006 15:04:59 | No default route available for dialed number Garguan_CCM.7048 (ID 5236). |
| 04/01/2006 11:05:17 | No default route available for dialed number Garguan_CCM.7084 (ID 5136). |
| 04/01/2006 10:04:08 | No default route available for dialed number Garguan_CCM.7030 (ID 5218). |
| 04/01/2006 04:46:49 | No default route available for dialed number Garguan_CCM.7045 (ID 5233). |
| 04/01/2006 04:33:22 | No default route available for dialed number Garguan_CCM.7061 (ID 5171). |
| 04/01/2006 10:04:08 | No default route available for dialed number Garguan_CCM.7030 (ID 5218). |
| 04/01/2006 04:46:49 | No default route available for dialed number Garguan_CCM.7045 (ID 5233). |
| 04/01/2006 04:33:22 | No default route available for dialed number Garguan_CCM.7061 (ID 5171). |
| 03/01/2006 19:47:28 | No default route available for dialed number Garguan_CCM.7061 (ID 5171). |
| 03/01/2006 18:46:36 | No default route available for dialed number Garguan_CCM.7061 (ID 5171). |
| 03/01/2006 15:27:57 | No default route available for dialed number Garguan_CCM.7084 (ID 5136). |
| 03/01/2006 14:01:19 | No default route available for dialed number Garguan_CCM.7078 (ID 5143). |
| 03/01/2006 11:33:04 | No default route available for dialed number Garguan_CCM.7084 (ID 5136). |
| 30/12/2005 14:02:53 | No default route available for dialed number Garguan_CCM.7083 (ID 5148). |
| 30/12/2005 11:20:17 | No default route available for dialed number KWD_Aspect.674 (ID 5101).   |
| 30/12/2005 05:05:03 | No default route available for dialed number Garguan_CCM.7030 (ID 5218). |
| 29/12/2005 17:04:14 | No default route available for dialed number KWD_Aspect.674 (ID 5101).   |
| 29/12/2005 17:03:14 | No default route available for dialed number KWD_Aspect.674 (ID 5101).   |
| 28/12/2005 14:45:42 | No default route available for dialed number Garguan_CCM.7000 (ID 5000). |
| 28/12/2005 12:11:36 | No default route available for dialed number Garguan_CCM.7084 (ID 5136). |
| 28/12/2005 12:00:52 | No default route available for dialed number Garguan_CCM.7084 (ID 5136). |
| 27/12/2005 08:12:47 | No default route available for dialed number Garguan_CCM.7082 (ID 5147). |
| 27/12/2005 06:01:12 | No default route available for dialed number Garguan_CCM.7030 (ID 5218). |
| 23/12/2005 12:03:20 | No default route available for dialed number Garguan_CCM.7083 (ID 5148). |

- 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 3

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 Por: 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

#### 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 deployment, Agent 180020 using the Cisco Unified Communications Manager IP Phone with Extension 7220 is unable to log in to the system.



Given the configuration in the exhibit, what changes need to be made to allow this agent to log in?

UC Manager - Agent Phone Device (Ext 7220) Screen Shot:

| Device Information          |                                                                   |
|-----------------------------|-------------------------------------------------------------------|
| Registration                | Registered with Cisco Unified Communications Manager 66.118.134.2 |
| IP Address                  | 76.98.172.0                                                       |
| MAC Address*                | 000DED9C1FBB                                                      |
| Description                 | Ext 7220 Agent 180020                                             |
| Device Pool*                | HQ <a href="#">View Details</a>                                   |
| Common Device Configuration | < None > <a href="#">View Details</a>                             |
| Phone Button Template*      | Standard 7960 SCCP                                                |
| Softkey Template            | Standard User                                                     |
| Common Phone Profile*       | Standard Common Phone Profile                                     |
| Calling Search Space        | HQ_International                                                  |
| AAR Calling Search Space    | < None >                                                          |
| Media Resource Group List   | MRGL_Pub                                                          |

ICM Config Manager - Agent Explorer - Agent 180020 Info

| Agent                                                         | Advanced | Skill group membership | Supervisor |
|---------------------------------------------------------------|----------|------------------------|------------|
| Personal information                                          |          |                        |            |
| First name: *                                                 | Agent    |                        |            |
| Last name: *                                                  | 180020   |                        |            |
| Login name: *                                                 | agent20  |                        |            |
| Password:                                                     | *****    |                        |            |
| Enterprise name: * System_PG_1.180020_Agent                   |          |                        |            |
| Peripheral name:                                              |          |                        |            |
| AgentID (Peripheral number): * 180020 (value will be created) |          |                        |            |

UC Manager - Device Associations for JTAPI/CTI User: PGuser

| Controlled Devices                   |
|--------------------------------------|
| cti_5002<br>cti_5003<br>ENT_TransRte |

UC Manager - Device Associations for JTAPI/CTI User: IPIVRuser

| Controlled Devices                                                                |
|-----------------------------------------------------------------------------------|
| SEP003094C3EB97<br>SEP99993801E93B<br>SEP00075027BC3E<br>Queue_7380<br>Queue_7381 |

ICM Config Manager - Device Target Explorer

| Device Target Explorer                                                                  |                          |                               |
|-----------------------------------------------------------------------------------------|--------------------------|-------------------------------|
| Select filter data:                                                                     |                          |                               |
| Optional Filter                                                                         | Condition:               | Value:                        |
| None                                                                                    |                          |                               |
| <input type="checkbox"/> Save                                                           | <a href="#">Retrieve</a> | <a href="#">Cancel filter</a> |
| Hide legend                                                                             |                          |                               |
| <ul style="list-style-type: none"> <li>(1) Device target</li> <li>(2) Label</li> </ul>  |                          |                               |
| Click on an item to edit or view its contents. Use the Add buttons to create new items. |                          |                               |
| UNASSIGNED                                                                              |                          |                               |

- A. Add the agent's device (IP Phone) to the Controlled Devices for PGuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- B. Add Agent 180020 to the "Sales" skill group to allow the system to route calls to the agent.
- C. Add the agent's device (IP Phone) to the Controlled Devices for IPIVRuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- D. Add the Role "Standard Presence User" to the PGuser configuration using Cisco Unified Communications Manager Administration.

Correct Answer: A

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