



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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**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

In the Cisco Unified Contact Center Enterprise solution, which command should be entered at the command prompt to invoke the Cisco Unified ICM Support Tools command-line version of the "Log Collection Utility" in interactive mode?

- A. lct
- B. lcutil
- C. lcutility
- D. lctool
- E. supporttoolslogcollection

Correct Answer: D

QUESTION 3

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

Used to search best matches with **Start with first target** or **Start with Next target** options

Select

Used to return multiple 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.

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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

QUESTION 4

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 5

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.accepted
JTAPICallContact[id=123,implId=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,lrd=4901,ocn=8883365178,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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