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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.)


A. "Enable CTI Application Use" is not checked on the PGuser and IVRuser configurationoptions

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. In a Cisco Unified Contact Center Enterprise deployment using the Multi-Site Centralized call processing model, all calls come into the central site for treatment or queuing and are then transferred across the WAN to agents. In this deployment, agents have reported that they are getting stuck in a reserved state but not getting the actual call delivered to them. What is the most likely cause of this failure?
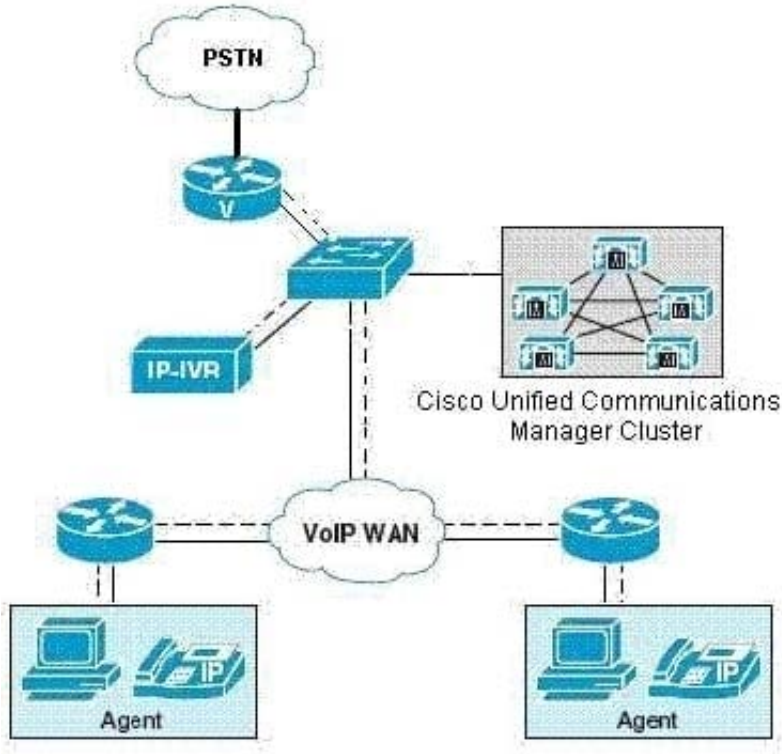

A. There are not enough Cisco Unified IP IVR ports available to queue calls at the central site.

B. The agents have lost connection to the centralized CTI OS Servers.

C. The agent\\'s phone was off-hook during the transfer from the Cisco Unified IP IVR.

D. There was not enough bandwidth for the call over the WAN, and the Cisco Unified Communications Manager\\'s Locations-based Call Admission Control rejected the call setup.

Correct Answer: D

QUESTION 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with agents deployed as shown in the exhibit, an agent has reported receiving CTI screen pops for calls, but then the call is not sent to the agent. What is a possible cause of this problem?
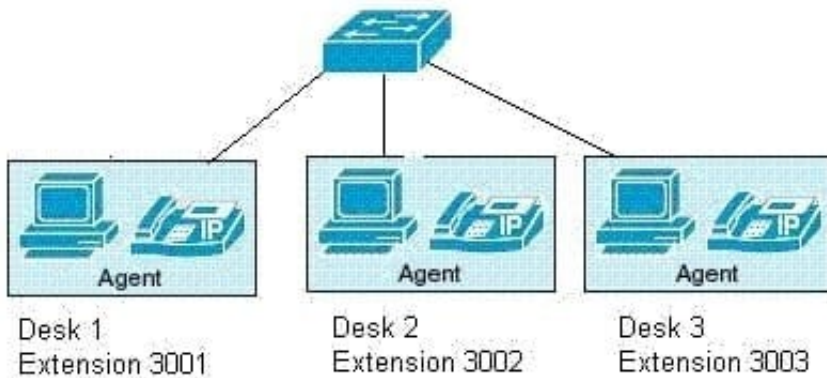
A. The agent logged in with an extension that does not exist.

B. The agent logged in using an extension that is assigned to another agent\'s phone.

C. The agent\'s phone is not associated with the PG User.

D. The agent is still logged into CTIOS on another PC.

Correct Answer: B

QUESTION 4

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=14%40%.3062 NTID: 0 dialed number=1 0200 CED= ASTID=5203
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=14%40%.3062 ASTID: 5203 NTID: 0 Ext: 211%6
Trace: AddPreRoutedCall: Inst: N211%6 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Route Call Key=(14%40%/3062)
Trace: TelephonyDriver::ProcessCSTARouteSelect: crossRefID=46%63, RTRCallKey=14%40%.3062, label 211%6 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 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?

```
Start
Accept (--Triggering Contact--)
BusinessHours = Get Enterprise Call Info (--Triggering Contact--, -- Call.PeripheralVariable1 --, -- All --)
If (BusinessHours == "YES") Then
    True
        Goto PlayPrompt
    False
        Goto OffHours
Play Prompt (--Triggering Contact--, SP[ICM\ICMStayOnline])
/* Play Music for 30 seconds */
Call Hold (--Triggering Contact--)
Delay 30 sec
PlayWaitAnnounce:
Call Unhold (--Triggering Contact--)
Play Prompt (--Triggering Contact--, SP[ICM\ICMWait4NextAvail])
Call Hold (--Triggering Contact--)
Delay 60 sec
Goto PlayWaitAnnounce
PlayPrompt:
OffHours:
Play Prompt (--Triggering Contact--, SP[SNU\goodbye])
EndLabel:
End
```

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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