



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

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 2

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 3

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 4

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.)

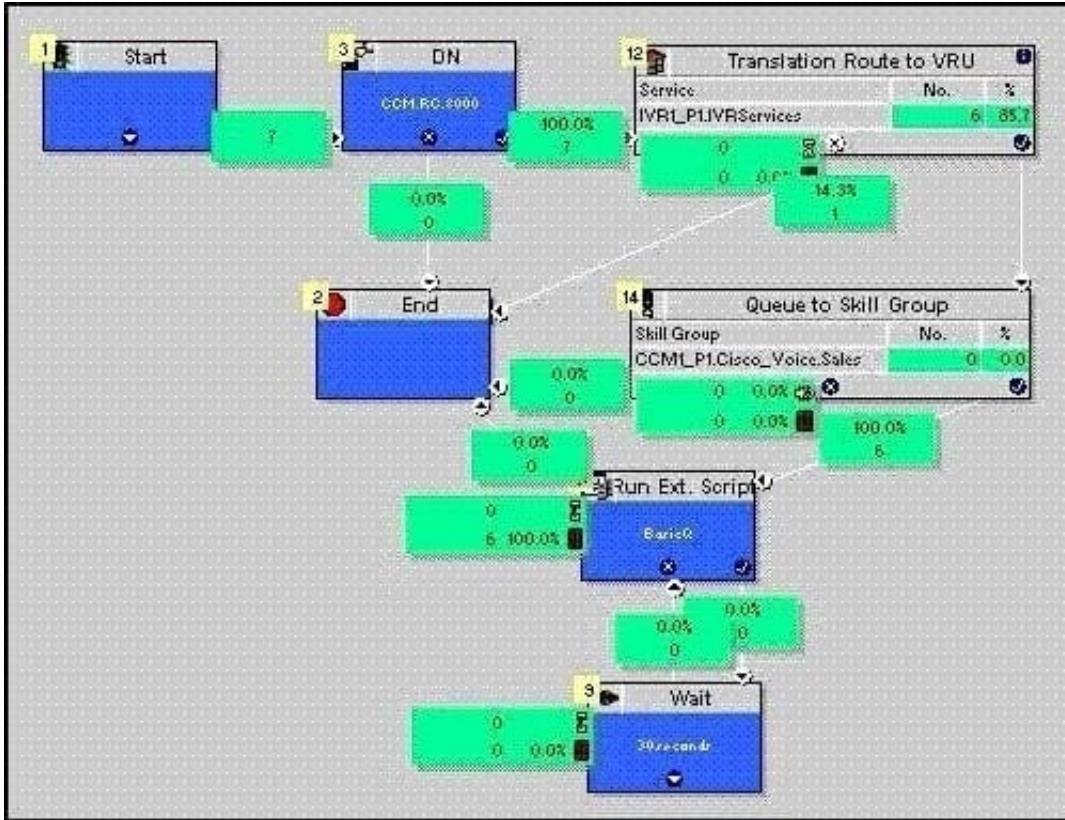
<input checked="" type="checkbox"/>		TransRtRP2	TransRtRP2	<input type="radio"/>	6001	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP3	TransRtRP3	<input type="radio"/>	6002	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP4	TransRtRP4	<input 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 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the Cisco Unified ICM Call Routing Script shows one call failed in the Translation Route to VRU node. How will the system treat this call?



- A. If a Default Route is configured on the Peripheral, the call is redirected to the number configured under "Forward On Failure" on the CTI Route Point used for the Dialed Number in Cisco Unified Communications Manager.
- B. The caller would hear the default error prompt from the Cisco Unified IP IVR.
- C. The script would return the label 8000, so the call is redirected to the extension 8000 in Cisco Unified Communications Manager.
- D. If a Default Route is configured on the Peripheral, the call is rerouted to the Default Route.

Correct Answer: D

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