



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

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 View Details
Common Device Configuration	< None > View Details
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 Login en		
Password:	[REDACTED] Select		
Enterprise name: *	System_PG_1.180020_Agent		
Peripheral name:	[REDACTED]		
AgentID (Peripheral number): *	180020 (value will be created)		

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

Controlled Devices
cti_5002 cti_5003 ENT_TransRte

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

Controlled Devices
SEP003094C3EB97 SEP99993801E93B SEP00075027BC3E Queue_7380 Queue_7381

ICM Config Manager - Device Target Explorer

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

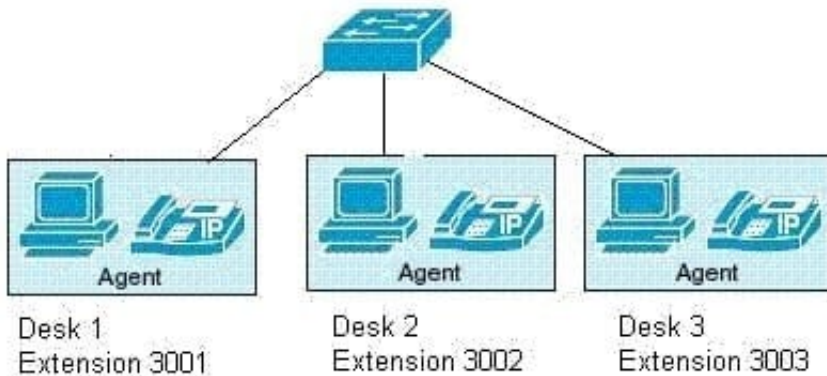
- A. Add the agent's device (IP Phone) to the Controlled Devices for PGuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- B. Add Agent 180020 to the "Sales" skill group to allow the system to route calls to the agent.
- C. Add the agent's device (IP Phone) to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

QUESTION 2



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 3

In a Cisco Unified Contact Center Enterprise system, a new agent and phone have been added to the system; however, the agent is unable to log in to the system.

The agent is using the same type of phone and has the same CTI OS desktop setup as other agents who are able to log in without issue.

What are two possible causes for this issue?(Choose two.)

- A. The incorrect CTIOS Server IP and Port are configured on the new agent's CTI desktop.
- B. The new phone used by the agent is not associated with IVRjtapiUser.
- C. A new Device Target needs to be added for the phone in the Config (for example, /devtype ipphone / DN 12345).
- D. The phone has call forwarding and call waiting enabled.
- E. The new phone used by the agent is not associated with PGjtapiUser.

Correct Answer: CE

QUESTION 4



Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

Select and Place:

Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

Dial Number Analyzer

Real-Time Monitoring Tool

DBLhelper

EventViewer

Windows Performance Monitor

Displays Application, Security, and System Logs

Monitors preconfigured management objects and generates alerts

Validates call path (CTI RP, DN, Phone, Route Pattern, or Translation Patterns)

Checks Database Replication on Publisher within a Cisco Unified Communications Manager cluster

Monitors Windows Operating System and Cisco Unified Communications Manager counters and stats

Select and Place:



Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

- Dial Number Analyzer
- Real-Time Monitoring Tool
- DBLhelper
- EventViewer
- Windows Performance Monitor

- Displays Application, Security, and System Logs
- Monitors preconfigured management objects and generates alerts
- Validates call path (CTI RP, DN, Phone, Route Pattern, or Translation Patterns)
- Checks Database Replication on Publisher within a Cisco Unified Communications Manager cluster
- Monitors Windows Operating System and Cisco Unified Communications Manager counters and stats

Correct Answer:

Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

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- EventViewer
- Real-Time Monitoring Tool
- Dial Number Analyzer
- DBLhelper
- Windows Performance Monitor



QUESTION 5

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

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