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?

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?
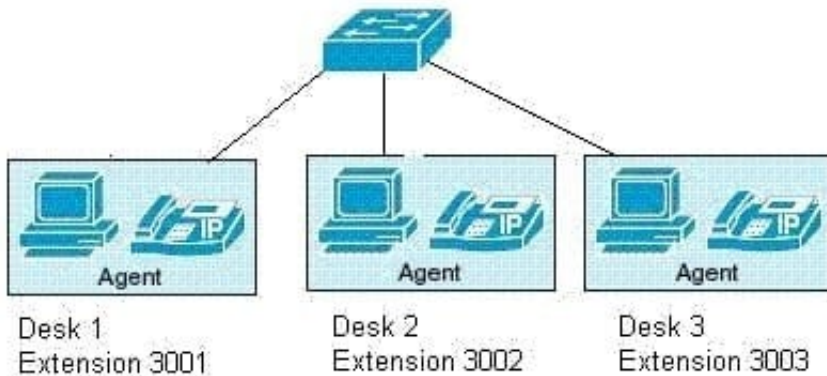
A. The agent logged in with an extension that does not exist.

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

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Correct Answer:

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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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