



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

Pass Cisco 642-243 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/642-243.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

In a Cisco Unified Contact Center Enterprise deployment, which three traces would you apply for a Cisco Unified Communications Manager PIM in the Cisco Unified ICM PROCMON tool? (Choose three.)

- A. trace *low* /on
- B. trace csta* /on
- C. trace *event /on
- D. trace closedcalls /on
- E. trace precall /on
- F. trace routing /on

Correct Answer: BCE

QUESTION 2

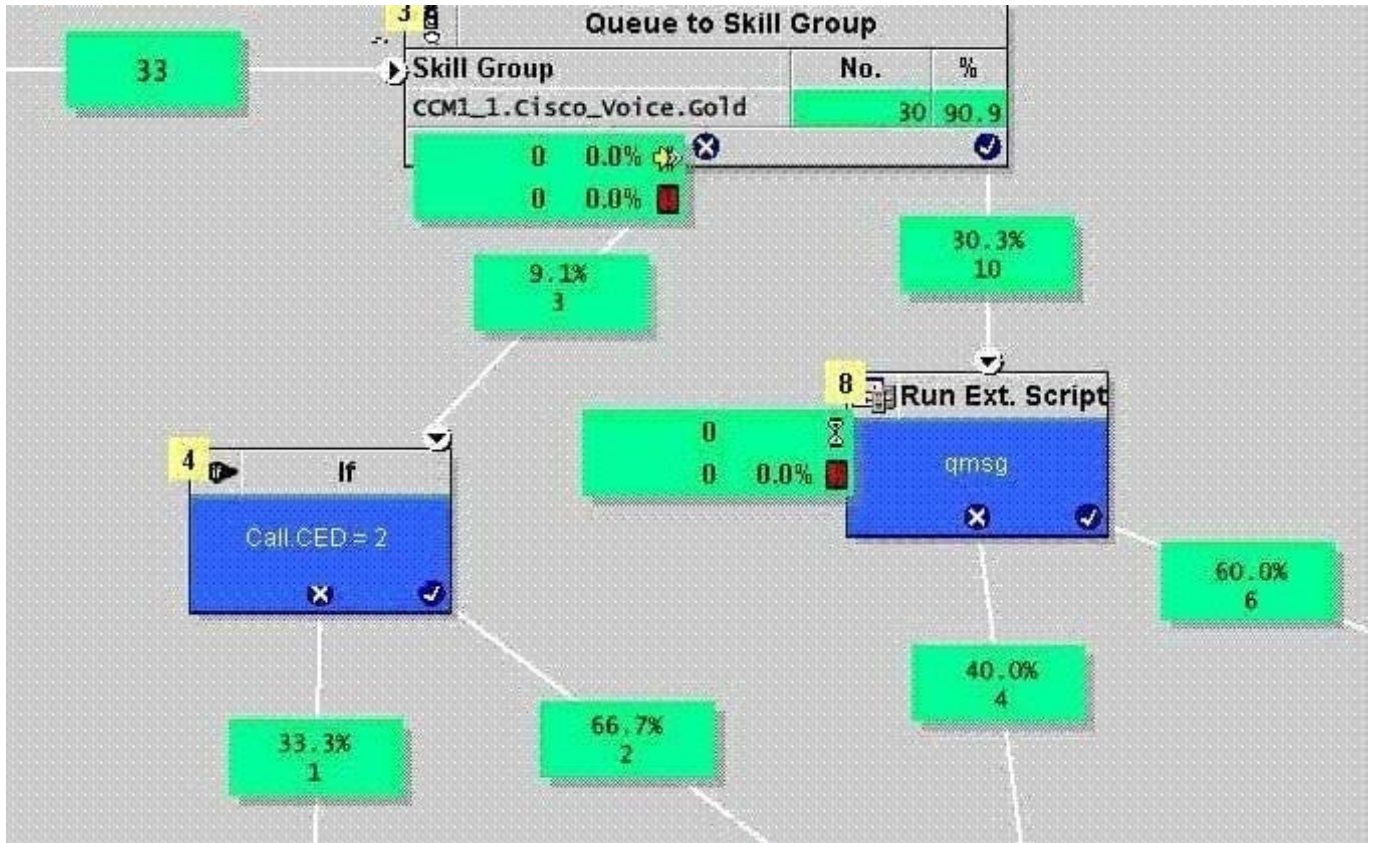
To use the Cisco Unified ICM dumplog utility to gather the Call Router's MDS log from Monday, March 10, 2008, beginning at 9:30, and to ensure that you do not get binary data in the log, which command line syntax would you use?

- A. dump mds /bt 09:30 /nobinary /o
- B. dumplog mds /bd 03/10/2008 /9:30 /o
- C. dumplog mds /bd 03/10/2008 /bt 09:30 /nobin /o
- D. dumplog /bd 03/10/2008 /bt 09:30 /nobin /o

Correct Answer: C

QUESTION 3

Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, the Cisco Unified ICM Script Editor provides a "Monitor Mode" that is useful in understanding how calls are being handled in real time. Given the screen capture, which two states describe the calls handled by this Call Routing Script? (Choose two.)



- A. Thirty calls are currently in queue for the "Gold" Skill Group.
- B. Three calls failed the Queue to Skill Group Node because no "Gold" agents were logged in.
- C. Agents in the "Gold" Skill Group were immediately available for 20 calls.
- D. Four calls remained in queue on the Cisco Unified IP IVR waiting for available agents and heard the prompts played by the "qmsg" script.
- E. "CCM1_1" is the Media Routing Domain of the "Gold" Skill Group.

Correct Answer: BC

QUESTION 4

In the Cisco Unified Contact Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Select and Place:



In the Cisco Unified Contract Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Route

Select Max/Select Min Value Of

Consider If

Translation Route

A formula that must evaluate to "true" for the Cisco Unified ICM to be able to use this target when the node executes

A formula that determines which of the targets is selected

The route to send the call for initial VRU processing if the target is selected

A route to send the call if this target is selected

Select and Place:

In the Cisco Unified Contract Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Route

Select Max/Select Min Value Of

Consider If

Translation Route

A formula that must evaluate to "true" for the Cisco Unified ICM to be able to use this target when the node executes

A formula that determines which of the targets is selected

The route to send the call for initial VRU processing if the target is selected

A route to send the call if this target is selected

Correct Answer:



In the Cisco Unified Contract Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

Select Max/Select Min Value Of

Consider If

Translation Route

Route

A route to send the call if this target is selected

QUESTION 5

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
- Distribute
- Select
- Route Select
- Skill Group
- Switch

- Used to direct Routing Script execution to its active output connection
- Used to search best matches with **Start with first target** or **Start with Next target** options
- Used to return multiple Labels to a routing client
- Used to define the set of skill groups that can receive the contact
- Used to allocate contacts among the targets based on current information about each target
- 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.

- Divert Label
- Distribute
- Select
- Route Select
- Skill Group
- Switch

- Used to direct Routing Script execution to its active output connection
- Used to search best matches with **Start with first target** or **Start with Next target** options
- Used to return multiple Labels to a routing client
- Used to define the set of skill groups that can receive the contact
- Used to allocate contacts among the targets based on current information about each target
- 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.

Six empty rectangular boxes with green handles on the left and right sides, representing Cisco Unified ICM Script Editor nodes.

- Switch
- Select
- Divert Label
- Skill Group
- Distribute
- Route Select

QUESTION 6

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

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

Controlled Devices	cti_5002 cti_5003 EN_TransRte
--------------------	-------------------------------------

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

Controlled Devices	SEP003094C3EB97 SEP99993801E93B SEP00075027BC3E Queue_7380 Queue_7381
--------------------	---

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		
Password:	*****		
Enterprise name: * System_PG_1.180020_Agent			
Peripheral name:			
AgentID (Peripheral number): * 180020 (value will be created)			

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		

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

Correct Answer: A

QUESTION 7

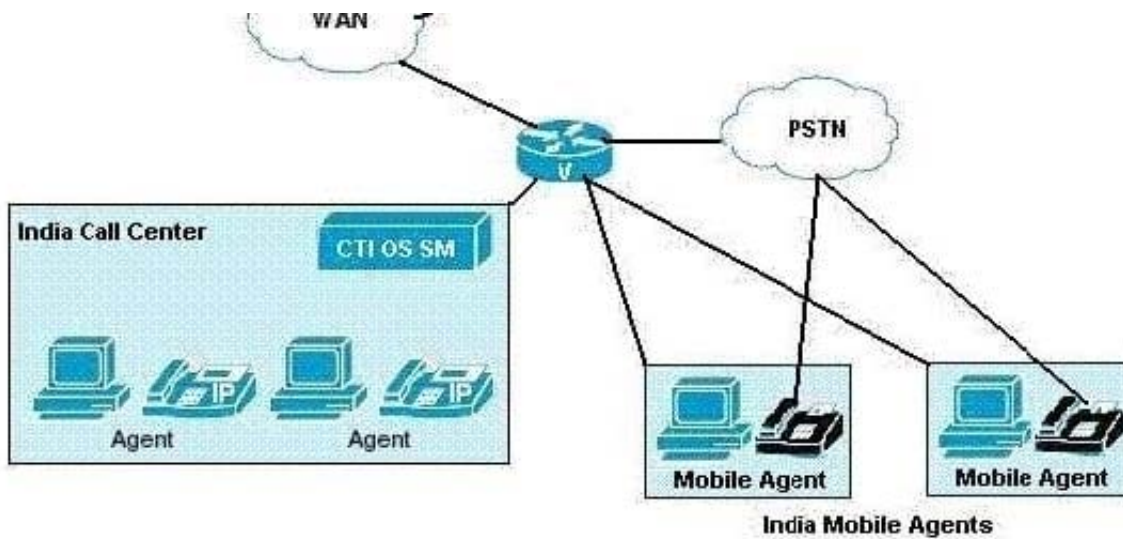
Refer to the exhibit. In this Cisco Unified Contact Center Enterprise system design:

All calls come into the US Data Center for treatment or queuing in a local Cisco Unified IP IVR Agents are located in a call center in the US and India and there are also Mobile Agents in their local countries using "nailed-up" connections via the local PSTN All agents are using CTI OS for their agent desktop, using a specific connection profile to define the appropriate silent monitoring method for their location

In this design, a Supervisor in the US wants to monitor agents in India. What are the possible combinations that will



allow that to happen? (Choose two.)



- A. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor any CTI OS agent in India.
- B. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor the Mobile Agents in India.
- C. The Supervisor logs in using the "Desktop Monitoring" profile and can monitor the internal or local Call Center Agents in India.
- D. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor any CTI OS agent in India.
- E. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor the Mobile Agents in India.
- F. The Supervisor logs in using the "India-CTI OS Silent Monitor Server" profile and can monitor the internal or local Call Center Agents in India.

Correct Answer: CE

QUESTION 8

In a Cisco Unified Contact Center Enterprise system, external callers being queued on the Cisco Unified IP IVR are reporting voice quality issues with the Cisco Unified IP IVR prompts as being "choppy." Which two actions would be helpful in finding the problem? (Choose two.)

- A. Check that the codec configuration matches between the voice gateway configuration on the Cisco Unified Communications Manager, and the codec configured on the Cisco Unified IP IVR/CRS server.
- B. Trace the voice path of a problem call through the network, collecting and analyzing traffic from the voice gateway and Cisco Unified IP IVR/CRS server.
- C. Enable Performance Monitor counters on the Cisco Unified IP IVR/CRS server to monitor CPU and memory usage.
- D. Collect JTAPI logs from the Cisco Unified IP IVR to investigate any errors with the call control messages.
- E. Verify the MTP resources that are available in Cisco Unified Communications Manager for this call flow.



Correct Answer: BC

QUESTION 9

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?



- 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

QUESTION 10

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to



verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

- A. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: list_agent_status /agent 5001
- B. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: agent_status /agent
- C. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: list_agents
- D. C:\>procmon UCCE PG1A pim1>>>>pim_list_agents
- E. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: dump_agents 5000 /agent 67172900

Correct Answer: BC

[Latest 642-243 Dumps](#)

[642-243 PDF Dumps](#)

[642-243 Practice Test](#)