642-243^(Q&As)

Unified Contact Center Enterprise Support Exam

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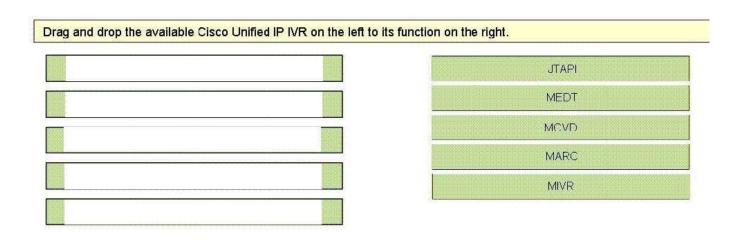
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QUESTION 1

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

Select and Place:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR	Low-level Unified CM Communications
MCVD	Script Editor
JTAPI	Cluster Framework
MARC	Archieve Tool
MEDT	Workflow Application Framework

Correct Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

	JTAPI
	MEDT
	MCVD
	MARC
	MIVR

QUESTION 2

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

Select and Place:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

DumpCfg	General purpose command-line debugging on Cisco Unified ICM processes
RTTest	Used to intrepet an Cisco Unified ICM Call Router's events and states
OPCTest	Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)
RTRTrace	Manage various SQL Server operating parameters and create/modify databases
Procmon	Interprets a Peripheral Gateway's status and statistics
ICMDBA	Sets debug levels on an Cisco Unified ICM Call Router process

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Correct Answer:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

	Procmon
	RTTest
	DumpCfg
	ICMDBA
	OPCTest
	RTRTrace

QUESTION 3

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 4

When troubleshooting calls that are dropping in the Cisco IP IVR in the Cisco Unified Contact Center Enterprise solution, which log file settings would be useful? Select the three best options for tracing from the AppAdmin > System > Tracing menu. (Choose three.)

A. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_ICM

B. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_JTAPI and SS_ICM

C. Trace Configuration > CRS Engine > SUBSYSTEMS Under MISCELLANEOUS, turn on this MIVR trace Debug level for ENG

D. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_ICM

E. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_JTAPI

Correct Answer: ACD

QUESTION 5

In the Cisco Unified Contact Center Enterprise deployment, agents are reporting they are getting two ACD calls from the system at once. Which three of these tools or logs would be useful to help find the cause of this error? (Choose three.)

A. RTRTrace to enable tracing on the Cisco Unified ICM Call Router

B. Procmon to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway

C. TraceUtil to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway

D. EMSTrace to enable tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

E. OPCTest to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

F. OPCTrace to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

Correct Answer: ABE

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