



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 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

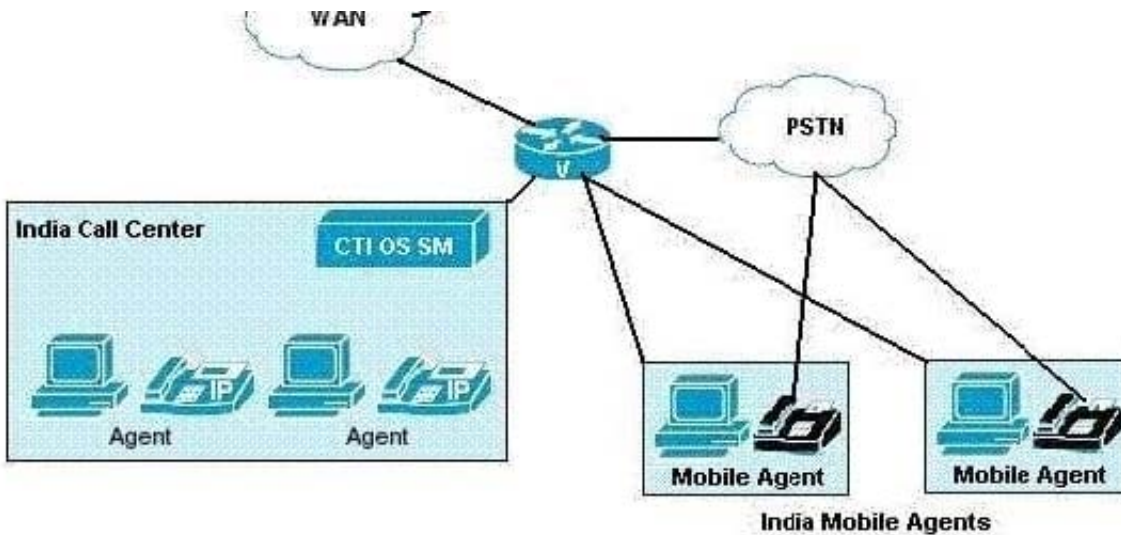
QUESTION 2



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 3

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

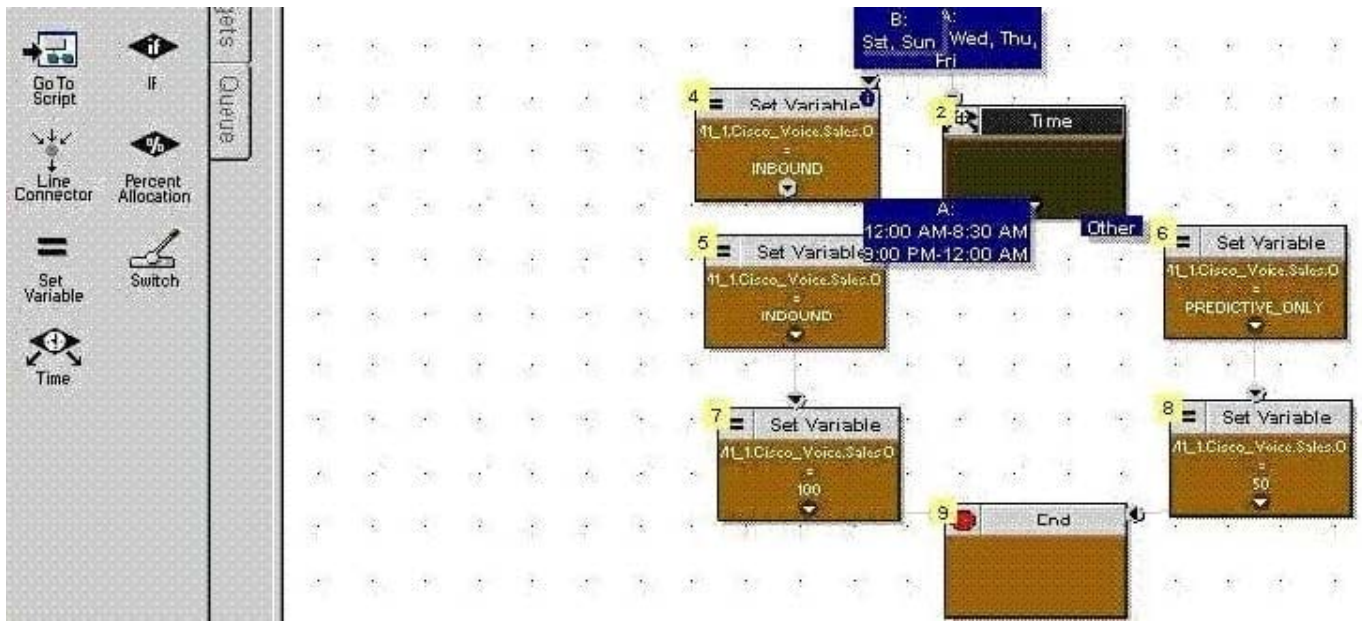
Correct Answer: E

QUESTION 4

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with the Outbound Option, the CCM1_Cisco_Voice_Sales skill group did not receive any outbound calls on Tuesday between 8:30 a.m. and 9:00 a.m.

During this time frame the campaign was scheduled to begin at 8:30 a.m. and 10 (ten) agents were logged into the skill group.

Based on the Cisco Unified ICM Admin Script that is used to control the outbound calling, what could cause the group not to get any outbound calls?



- A. The Outbound Percent for the skill is set to 50%.
- B. The Admin Script is invalid because the Time legs are inverted.
- C. The period the Admin Script was set to run is hourly and the next time that it ran was 9:00 a.m.
- D. The Outbound mode in Node 6 should be set to "BLENDED".

Correct Answer: C

QUESTION 5

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	Archive 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

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