



# 642-243<sup>Q&As</sup>

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.geekcert.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

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
MCVD
JTAPI
MARC
MEDT

Low-level Unified CM Communications
Script Editor
Cluster Framework
Archive Tool
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

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 3

In addition to enabling tracing in the Cisco Unified IP IVR, what additional trace files would be helpful in troubleshooting calls that are being dropped in the Cisco Unified IP IVR for the Cisco Unified Contact Center Enterprise solution? (Choose two.)

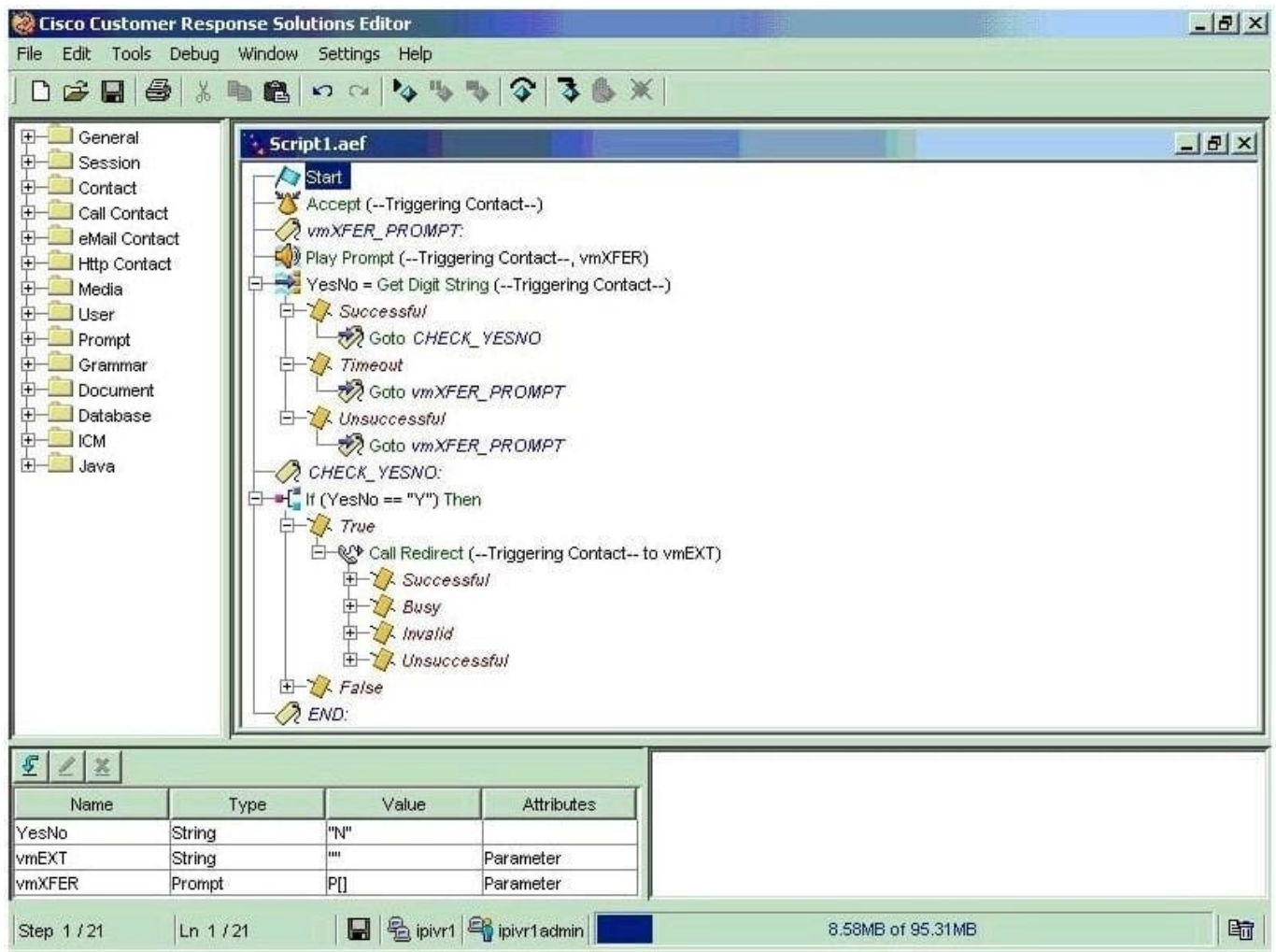
- A. Cisco Unified Communications Manager > CM Services > CM Services > Cisco CallManager > Debug Trace Level set to Detailed
- B. Cisco Unified Communications Manager > CM Services > CM Services > Cisco CallManager > Debug Trace Level set to Error
- C. Cisco Unified Communications Manager > CTI Services > SDI > Debug Trace Level set to Error
- D. Cisco Unified Communications Manager > CTI Services > Cisco CTIManager > Debug Trace Level set to Detailed
- E. Cisco Unified Communications Manager > CM Services > Cisco CTIManager > Debug Trace Level set to Detailed

Correct Answer: AE

---

### QUESTION 4

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the call flow allows the caller to opt out and leave a voice-mail message for an agent team while in queue. The Cisco Unified IP IVR application "Script1.aef" is called to prompt the caller and transfer the call to voice mail. What impact does the script shown in the exhibit have on the system?



- A. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Abandoned" in the Cisco Unified CCE Call Type reporting.
- B. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Transferred Out" in the Cisco Unified CCE Call Type reporting.
- C. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Handled" in the Cisco Unified CCE Call Type reporting.
- D. All calls that are sent to this script will be sent to the vmEXT using the Call Redirect step.
- E. Callers will remain in queue after they leave the voice-mail message.

Correct Answer: A

## QUESTION 5

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

[642-243 PDF Dumps](#)

[642-243 Practice Test](#)

[642-243 Study Guide](#)