



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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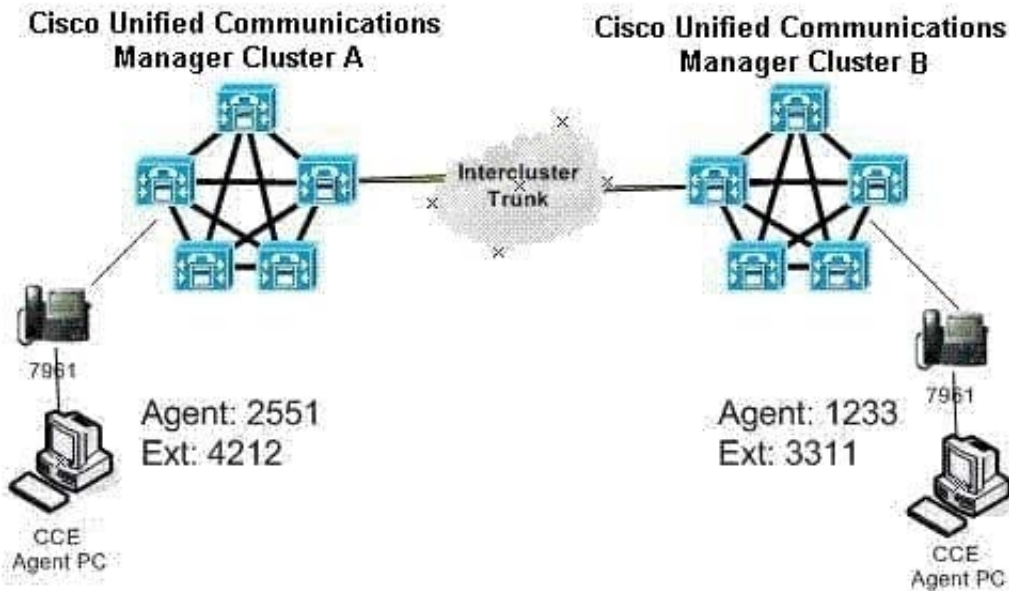
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QUESTION 1

Refer to the exhibit. In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?



- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.
- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

Correct Answer: C

QUESTION 2

In the Cisco Unified Contact Center Enterprise system, which of these steps will enable JTAPI tracing for the Cisco Unified IP IVR/CRS Server?

- A. IP-IVR JTAPI traces are enabled during installation by default with IP-IVR/CRS 4.X and higher.
- B. Enable debugging from the IP-IVR/CRS Application Administration System > Tracing > CRS Engine > Subsystems > SS_Tel and SS_ICM.
- C. In the IP-IVR/CRS Server - Start Programs > CiscoJTAPI > Cisco Unified Communications JTAPI Preference.
- D. JTAPI tracing is handled by the Cisco Unified Communications Manager so JTAPI tracing is enabled by activating the CTI Manager tracing.

Correct Answer: C

QUESTION 3

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		

- 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 4**

In a Cisco Unified Contact Center Enterprise deployment, callers are reporting that when they call in, their calls are being intermittently dropped without hearing a welcome or queue message.

Which two problems could potentially cause calls not to reach the Cisco Unified IP IVR? (Choose two.)

- A. The Cisco Unified IP IVR Media Group does not have any remaining channels.
- B. The number of ports in the Cisco Unified IP IVR Call Control Group does not match the number of ports in the Cisco Unified IP IVR Media Control Group.
- C. There are more Cisco Media Channels configured in the Cisco Unified IP IVR than Cisco Unified Communications Manager CTI Ports assigned in the Cisco Unified IP IVR.
- D. The Cisco Unified Communications Manager Calling Search Space of the Gateway of the call does not have access to the partition in which the Cisco Unified IP IVR CTI Ports are found.
- E. The CTI Ports have not been assigned to a Call Control Group via AppAdmin in Cisco Unified IP IVR.
- F. The Cisco Unified IP IVR CTI Ports do not have a Calling Search Space assigned in Cisco Unified Communications Manager.

Correct Answer: AD

QUESTION 5

Refer to the exhibit. Calls in a Cisco Unified Contact Center Enterprise system are failing when the system attempts to queue the calls on the Cisco Unified IP IVR. A VRUCAP file was captured from the failed call. Based on this log file, what are the possible causes for the call failing?



```
Service ID: (1) 00000001
ANI: 1998
UUI: 3531
Called Number: 9091
DNIS: 9091
22:43:44.822: PG->VRU: Service Control Message (= Message Type 47); Message Length 60 bytes
Run Script Req (= Subtype 7); DialogueID: (250) 000000fa;
SendSeqNo: (1)00000001
Invoke ID: (1) 00000001
Script Name: NoAgents.aef
Script Configuration:
ANI: 1998
CED:
Call Variable 1:
Call Variable 2:
Call Variable 3:
Call Variable 4:
Call Variable 5:
Call Variable 6:
Call Variable 6:
Call Variable 7:
Call Variable 8:
Call Variable 9:
Call Variable 10:
22:43:44.837: VRU->PG: Service Control Message (= Message Type 47); Message Length 20 bytes
Dialogue Failure Conf (= Subtype 11); DialogueID: (250) 000000fa;
SendSeqNo: (2)00000002
Invoke ID: (1) 00000001
Error Code: The Script ID Specified is invalid or unknown (29)
```

- A. The DNIS 9091 is not configured as a JTAPI Application for the Cisco Unified IP IVR.
- B. The GED-125 Service Control Interface does not support Subtype 7 as part of a routing dialog.
- C. The IP-IVR Script "NoAgents.aef" does not exist.
- D. The Cisco Unified IP IVR Script "NoAgents.aef" is missing an "Accept Contact" step in the workflow.
- E. The Cisco Unified IP IVR ICM Service is out of service and needs to be restarted.

Correct Answer: C

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