642-243^{Q&As}

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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.)

A. "Enable CTI Application Use" is not checked on the PGuser and IVRuser configurationoptions

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

Common configuration elements occur across Cisco Contact Enterprise solution components. Drag and drop the Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP IVR configuration elements on the right.

Select and Place:

Common configuration elements occur across Cisco Contact Center Enterprise solution components. Drag and drop the Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP IVR configuration elements on the right.

Cisco Unified ICM: Dialed Number (DN)		Unified CM: IP Phone Directory Number
Cisco Unified ICM: Device Target		Unified CM: CTI Route Point
Cisco Unified ICM: Outbound Dialer Port		Cisco Unified IP IVR: CTI Port Group Number
Cisco Unified ICM: UC Manager PG Setup - SERVICE field		Unified CM: VIP 30 IP Phone Device
Cisco Unified ICM: VRU Peripheral - Trunk Group Number		Unified CM: Subscriber Name/IP Address

Select and Place:

Common configuration elements occur across Cisco Contact Center Enterprise solution components. Drag and drop the Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP IVR configuration elements on the right.

Cisco Unified ICM: Dialed Number (DN)		Unified CM: IP Phone Directory Number
Cisco Unified ICM: Device Target		Unified CM: CTI Route Point
Cisco Unified ICM: Outbound Dialer Port		Cisco Unified IP IVR: CTI Port Group Number
Cisco Unified ICM: UC Manager PG Setup - SERVICE field		Unified CM: VIP 30 IP Phone Device
Cisco Unified ICM: VRU Peripheral - Trunk Group Number		Unified CM: Subscriber Name/IP Address

Correct Answer:

Common configuration elements occur across Cisco Contact Center Enterprise solution components. Drag and drop the Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP IVR configuration elements on the right.

Cisco Unified ICM: Device Target
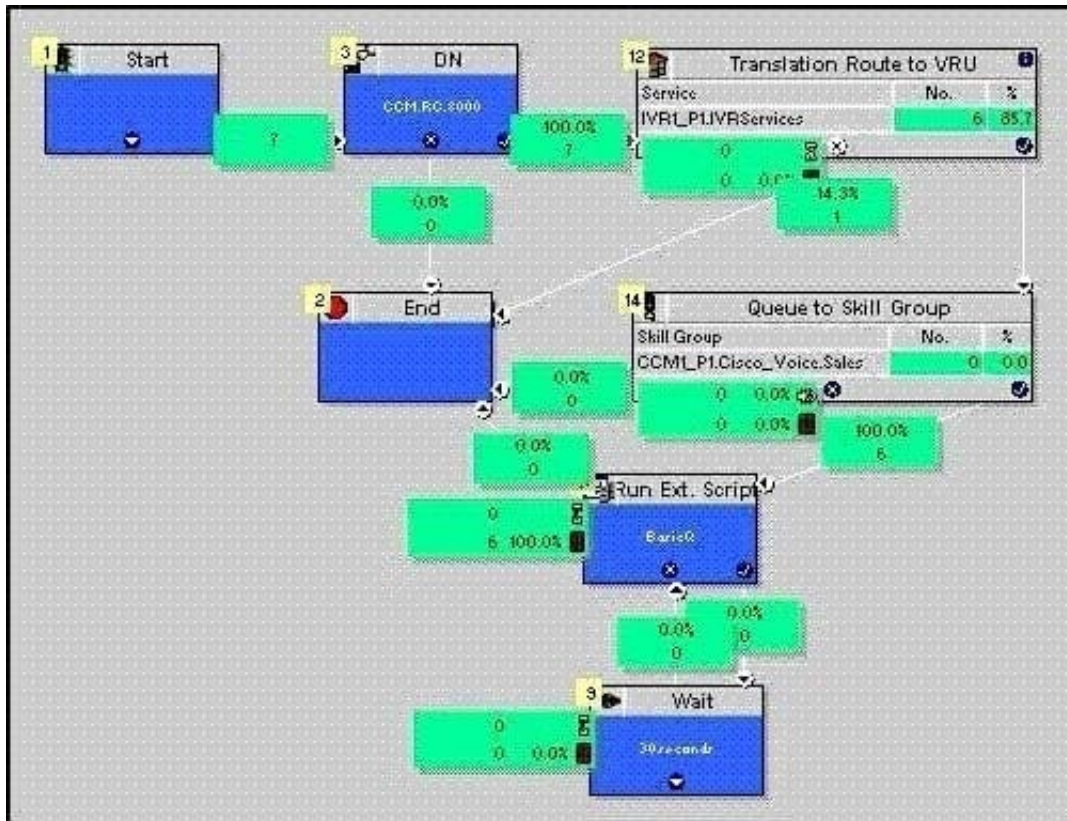
Cisco Unified CM: Dialed Number (DN)

Cisco Unified ICM: VRU Peripheral - Trunk Group Number

Cisco Unified ICM: Outbound Dialer Port

Cisco Unified ICM: JC Manager PG Setup - SERVICE field

QUESTION 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the Cisco Unified ICM Call Routing Script shows one call failed in the Translation Route to VRU node. How will the system treat this call?

A. If a Default Route is configured on the Peripheral, the call is redirected to the number configured under "Forward On Failure" on the CTI Route Point used for the Dialed Number in Cisco Unified Communications Manager.

B. The caller would hear the default error prompt from the Cisco Unified IP IVR.

C. The script would return the label 8000, so the call is redirected to the extension 8000 in Cisco Unified Communications Manager.

D. If a Default Route is configured on the Peripheral, the call is rerouted to the Default Route.

Correct Answer: D

QUESTION 4

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   Login er
Password: ***********************************   Select
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

Save   Retrieve   Cancel filter

Hide legend
(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 5

Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=14840&.3062 NTID: 0 dialed number=10200 CED= ASTID=5203
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=14840&.3062 ASTID: 5203 NTID: 0 Ext: 21186
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Route Call Key=(14840&/3062)
Trace: TelephonyDriver::ProcessCSTARouteSelect: crossRefID=46863, RTRCallKey=14840&.3062, label 21186 callID=50358922

A. CTI OS (Server)

B. CTI OS (Client)

C. JTAPI Gateway (jgw)

D. UC Manager PIM (Enterprise Agent PIM)

E. ICM Call Router (rtr)

Correct Answer: D