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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 deployment with the Outbound Option, the CCM1_Cisco_Voice_Sales skill group did not receive any outbound calls on Tuesday between 8:30 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?
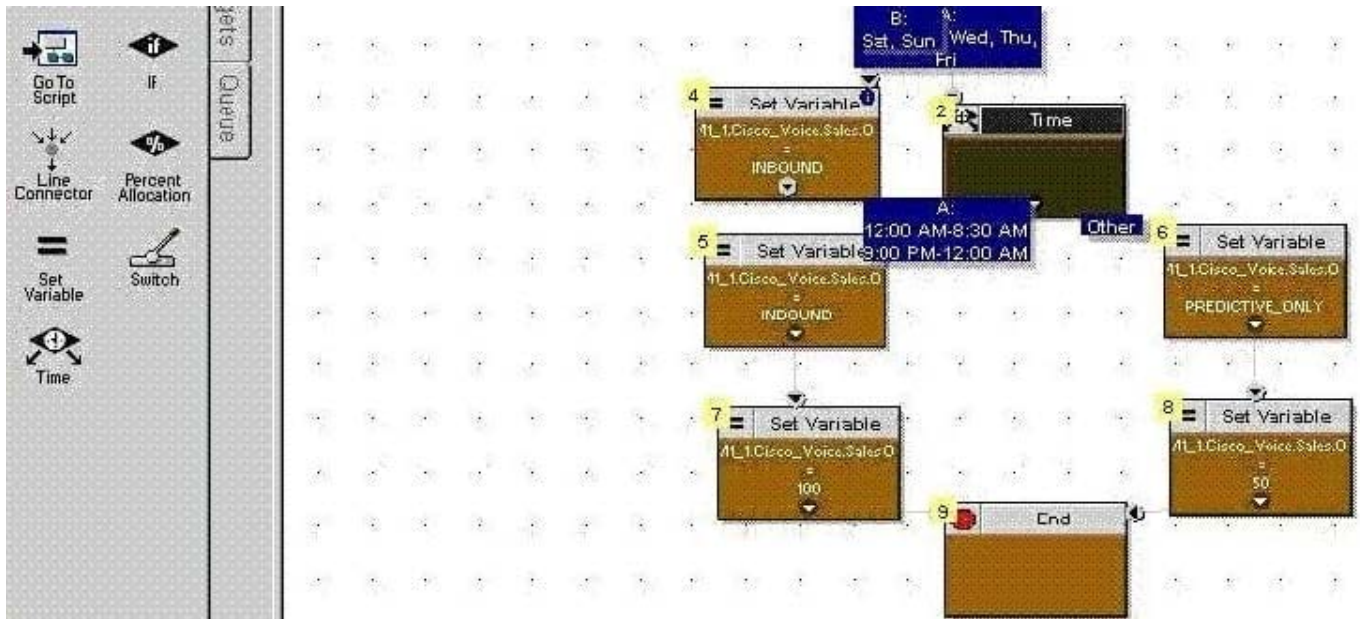
A. The Outbound Percent for the skill is set to 50%.

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 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

Refer to the exhibit. Given the highlighted error message in the Cisco Unified ICM Call Router Log Viewer, what is the most appropriate configuration change to make to avoid the error?

A. Create a Device Target and Label for the Dialed Number (CTI Route Point).

B. Configure a default Label for the Dialed Number or update Cisco Unified ICM Routing Scripts to avoid "End" Nodes without Labels.

C. Use a Divert Node in the Cisco Unified ICM Routing Script for that Dialed Number.

D. Associate the Cisco Unified Communications Manager CTI Route Point for the Dialed Number to the JTAPI User.

Correct Answer: B

QUESTION 4

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, the call flow uses a Cisco Unified IP IVR application to collect an Account ID and PIN from the caller as shown above. In testing this call flow, the Cisco Unified ICM Call Routing Script is not receiving the digits entered by the caller. What is the most likely cause of the problem?

A. The "Set Contact Info" variable should be used before the "Set ICM Result" to set "Call.PeripheralVariable1". to "accountID" and "Call.PeripheralVariable2" to "accountPIN"

B. The "Set Enterprise Call Info" step should be used before the "Set ICM Result" step to set "Call.PeripheralVariable1" to "accountID" and "Call.PeripheralVariable2" to "accountPIN".

C. In the "Set ICM Result" the "Call.PeripheralVariable1" variable should be set to "accountID" and the "Call.PeripheralVariable2" variable should be set to "accountPIN".

D. The "Set Call Variable" step should be used before the "Set ICM Result" step to set "Call.PeripheralVariable1" to "accountID" and "Call.PeripheralVariable2" to "accountPIN".

Correct Answer: B

QUESTION 5

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Select and Place:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label	Used to direct Routing Script execution to its active output connection
Distribute	Usec to search best matches with **Start with first target** or **Start with Next target** options
Select	Used to return mutiple Labels to a routing client
Route Select	Used to define the set of skill groups that can receive the contact
Skill Group	Used to allocate contacts among the targets based on current information about each target
Switch	Used to combine the functionality of selecting targets by rules, distributing contacts to targets

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Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

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Correct Answer:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

	Switch
	Select
	Divert Label
	Skill Group
	Distribute
	Route Select

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