



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

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)

Cisco Unified ICM: Device Target

Cisco Unified ICM: Outbound Dialer Port

Cisco Unified ICM: UC Manager PG Setup - SERVICE field

Cisco Unified ICM: VRU Peripheral - Trunk Group Number

Unified CM: IP Phone Directory Number

Unified CM: CTI Route Point

Cisco Unified IP-VR: CTI Port Group Number

Unified CM: VIP 30 IP Phone Device

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)
- Cisco Unified ICM: Device Target
- Cisco Unified ICM: Outbound Dialer Port
- Cisco Unified ICM: UC Manager PG Setup - SERVICE field
- Cisco Unified ICM: VRU Peripheral - Trunk Group Number

- Unified CM: IP Phone Directory Number
- Unified CM: CTI Route Point
- Cisco Unified IP VR: CTI Port Group Number
- Unified CM: VIP 30 IP Phone Device
- 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.

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- 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: UC Manager PG Setup - SERVICE field

QUESTION 2

In the Cisco Unified Contact Center Enterprise deployment, agents are reporting they are getting two ACD calls from the



system at once. Which three of these tools or logs would be useful to help find the cause of this error? (Choose three.)

- A. RTRTrace to enable tracing on the Cisco Unified ICM Call Router
- B. Procmon to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway
- C. TraceUtil to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway
- D. EMSTrace to enable tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
- E. OPCTest to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
- F. OPCTrace to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

Correct Answer: ABE

QUESTION 3

Refer to the exhibit. The Cisco Unified Communications Manager Peripheral Gateway is unable to connect and activate the link to Cisco Unified Communications Manager. Review the log file from the Cisco Unified Communications Manager JTAPI Gateway. What are two possible causes of this failure to connect? (Choose two.)

```
23:09:18 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:18 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:18 unknown-jgw1 Trace: The value of JavaRunTime Options in the registry is not set
23:09:18 unknown-jgw1 Trace: starting java program main method...
23:09:19 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:19 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: Monitor Server pipe ipcc\PG1A\jgw1 CmdPipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: [Thread-1]ThreadAddressManager starts
23:09:19 unknown-jgw1 Trace: ThreadAddressManager::Waiting for next retry
23:09:19 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:19 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:19 unknown-jgw1 Trace: JVM Total Memory: 2031616 JVM Free Memory: 1355016 JVM Heap in Use: 676600 JVM has 66.696465% free memory
23:09:20 unknown-jgw1 Trace: getJtapiPeer returned successfully. JtapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:20 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1 (0.15) Release
23:09:20 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:20 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
23:09:20 unknown-jgw1 Trace: Not using Cisco Synchronous Observer interface.
23:09:20 unknown-jgw1 Trace: Initializing JTAPI TraceManager.
23:09:20 unknown-jgw1 Trace: disableAll() TraceManager for CTCLIENT
23:09:20 unknown-jgw1 Trace: Calling getProvider() 10.1.78.21_login=ccm1pguserX;passwd=<***edited***>
23:09:21 unknown-jgw1 Trace: JtapiPeer.getProvider(): caught PlatformException(com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password.)
Provider could not be created.
23:09:21 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.
23:09:41 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:41 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: getJtapiPeer returned successfully. JtapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1 (0.15) Release
23:09:41 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:41 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
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Provider could not be created.
23:09:41 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.
```

- A. The Cisco Unified Communications Manager is not reachable on the network.
- B. The JTAPI Gateway's configuration of the Cisco Unified Communications Manager Publisher IP Address is invalid.
- C. The JTAPI Gateway's configuration of the JTAPI User ID (ccm1pguserX) does not match with the Cisco Unified



Communications Manager's preconfigured ID.

D. The JTAPI Gateway version is not compatible with the Cisco Unified Communications Manager version and needs to be downloaded again from the Plug-in page in Cisco Unified Communications Manager.

E. The Cisco Unified Communications Manager's CTI Manager service is not enabled.

F. The JTAPI Gateway's configuration of the JTAPI User Password does not match the Cisco Unified Communications Manager's preconfigured password.

Correct Answer: CF

QUESTION 4

In a Cisco Unified Contact Center Enterprise deployment, which three traces would you apply for a Cisco Unified Communications Manager PIM in the Cisco Unified ICM PROCMON tool? (Choose three.)

A. trace *low* /on

B. trace csta* /on

C. trace *event /on

D. trace closedcalls /on

E. trace precall /on

F. trace routing /on

Correct Answer: BCE

QUESTION 5

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

Select and Place:



Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

- DumpCfg
- RTTest
- OPCTest
- RTRTrace
- Procmon
- ICMDBA

- General purpose command-line debugging on Cisco Unified ICM processes
- Used to interpret an Cisco Unified ICM Call Router's events and states
- Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)
- Manage various SQL Server operating parameters and create/modify databases
- Interprets a Peripheral Gateway's status and statistics
- Sets debug levels on an Cisco Unified ICM Call Router process

Select and Place:

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Correct Answer:



Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

- Procmon
- RTTest
- DumpCfg
- ICMDBA
- OPCTest
- RTRTrace

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