



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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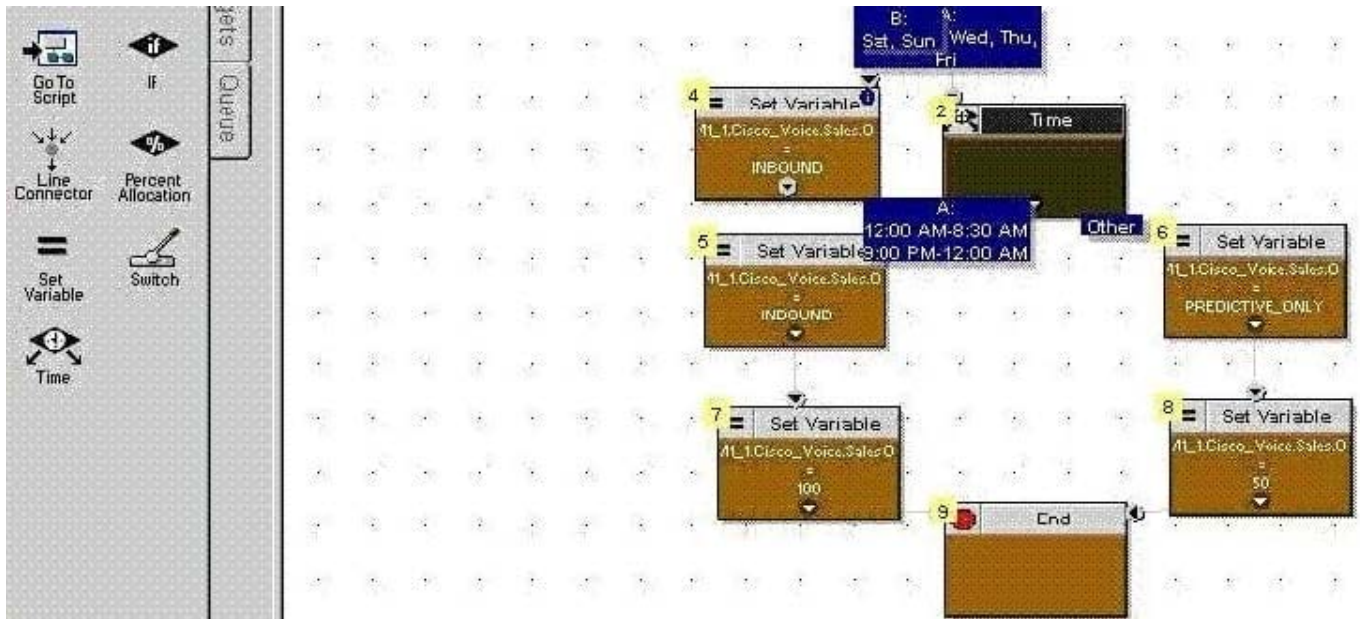


QUESTION 1

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 a.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?

ukhil113wintrb - Router Log Viewer					
File Log View Help					
Time	DN	ANI	CED	Label	Misc
04/01/2006 15:49:24	7061	2087695585	3	530	
04/01/2006 15:49:19	7060	1372379345		535	
04/01/2006 15:49:18	7100	Unknown		5021	
04/01/2006 15:49:13	7061	1590673214		5150	
04/01/2006 15:49:04	705		1	538	
04/01/2006 15:48:58	2505	5122		635	
04/01/2006 15:48:48	7061	1732361787	1	637	
04/01/2006 15:48:46	7120	Unknown	1	6221	
04/01/2006 15:48:33	7086	1904707086		5091	
04/01/2006 15:48:30	7061	Unknown		5121	
04/01/2006 15:48:04	7086	1364872624		5109	
04/01/2006 15:48:00	7041	Unknown	4	535	
04/01/2006 15:47:57	7041	1215526655	4	540	
04/01/2006 15:47:57	7061	Unknown		530	
04/01/2006 15:47:50	7061	Unknown	1	534	
04/01/2006 15:47:47	7061	Unknown		530	
04/01/2006 15:47:46	2505	5076		635	
04/01/2006 15:47:32	7060	Unknown	4	537	
04/01/2006 15:47:25	7086	1784437611		535	
04/01/2006 15:47:24	7060	Unknown		535	
04/01/2006 15:47:23	7060	1798872323	1	5068	
04/01/2006 15:47:13	7060	1483502050		535	
Time	Errors				
04/01/2006 15:04:59	No default route available for dialed number Garguan_CCM.7048 (ID 5236).				
04/01/2006 11:05:17	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
04/01/2006 10:04:08	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
04/01/2006 04:46:49	No default route available for dialed number Garguan_CCM.7045 (ID 5233).				
04/01/2006 04:33:22	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
04/01/2006 10:04:08	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
04/01/2006 04:46:49	No default route available for dialed number Garguan_CCM.7045 (ID 5233).				
04/01/2006 04:33:22	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
03/01/2006 19:47:28	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
03/01/2006 18:46:36	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
03/01/2006 15:27:57	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
03/01/2006 14:01:19	No default route available for dialed number Garguan_CCM.7078 (ID 5143).				
03/01/2006 11:33:04	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
30/12/2005 14:02:53	No default route available for dialed number Garguan_CCM.7083 (ID 5148).				
30/12/2005 11:20:17	No default route available for dialed number KWD_Aspect.674 (ID 5101).				
30/12/2005 05:05:03	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
29/12/2005 17:04:14	No default route available for dialed number KWD_Aspect.674 (ID 5101).				
29/12/2005 17:03:14	No default route available for dialed number KWD_Aspect.674 (ID 5101).				
28/12/2005 14:45:42	No default route available for dialed number Garguan_CCM.7000 (ID 5000).				
28/12/2005 12:11:36	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
28/12/2005 12:00:52	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
27/12/2005 08:12:47	No default route available for dialed number Garguan_CCM.7082 (ID 5147).				
27/12/2005 06:01:12	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
23/12/2005 12:03:20	No default route available for dialed number Garguan_CCM.7083 (ID 5148).				

- 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

Used to search best matches with **Start with first target** or **Start with Next target** options

Select

Used to return multiple 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

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

Used to search best matches with **Start with first target** or **Start with Next target** options

Select

Used to return multiple 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

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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