



# 642-243<sup>Q&As</sup>

Unified Contact Center Enterprise Support Exam

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### QUESTION 1

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise call flow, the Cisco Unified IP IVR application is used to queue calls during business hours, or plays the system generated "goodbye" prompt. In testing this call flow, all callers are hearing the "goodbye" prompt, even during business hours. In order to correct this error, which Cisco Unified IP IVR step needs to be moved in the flow shown in the exhibit?



- A. Get Enterprise Call Info step
- B. If step
- C. Play Prompt ("goodbye") step
- D. Play Prompt ("ICMStayOnline") step
- E. Label ("PlayPrompt:") step

Correct Answer: E

### QUESTION 2

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.)

<input checked="" type="checkbox"/>		TransRtRP2	TransRtRP2	<input type="radio"/>	6001	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP3	TransRtRP3	<input type="radio"/>	6002	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP4	TransRtRP4	<input type="radio"/>	6003	<input type="radio"/>	Controlled

- A. "Enable CTI Application Use" is not checked on the PGuser and IVRuser configuration options
- 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 3

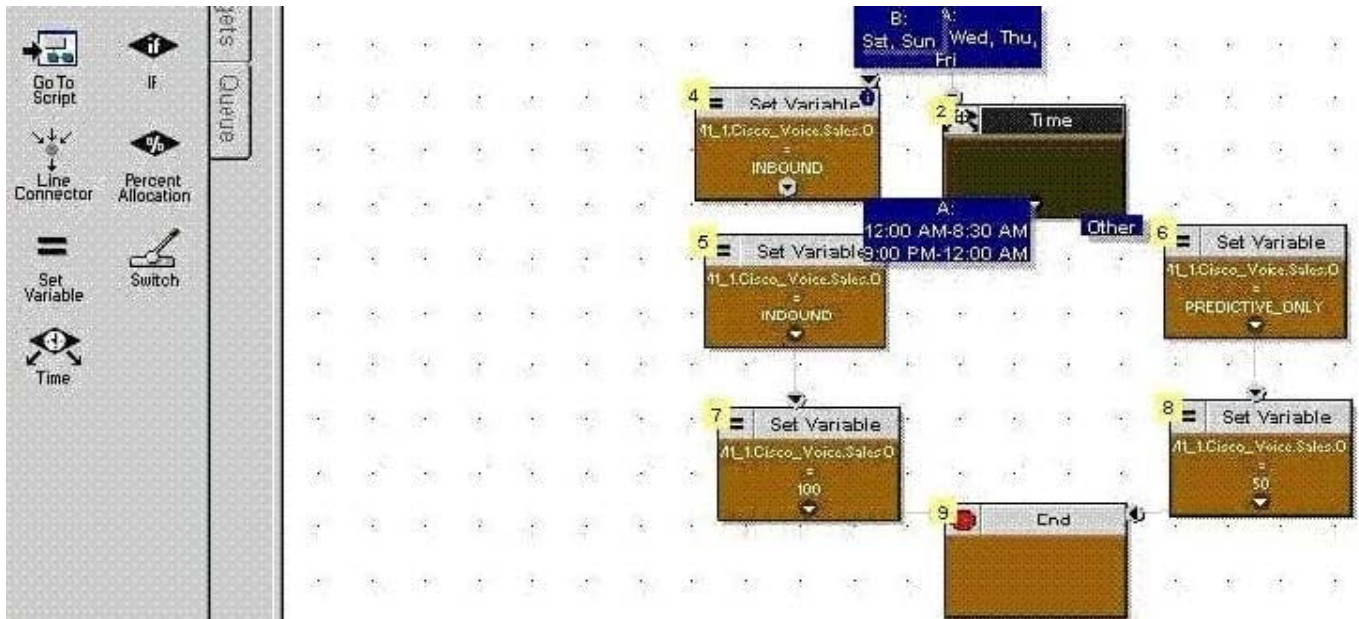
Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment with the Outbound Option, the CCM1\_Cisco\_Voice\_Sales skill group did not receive any outbound calls on Tuesday between 8:30 a.m. and 9:00 a.m.

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?

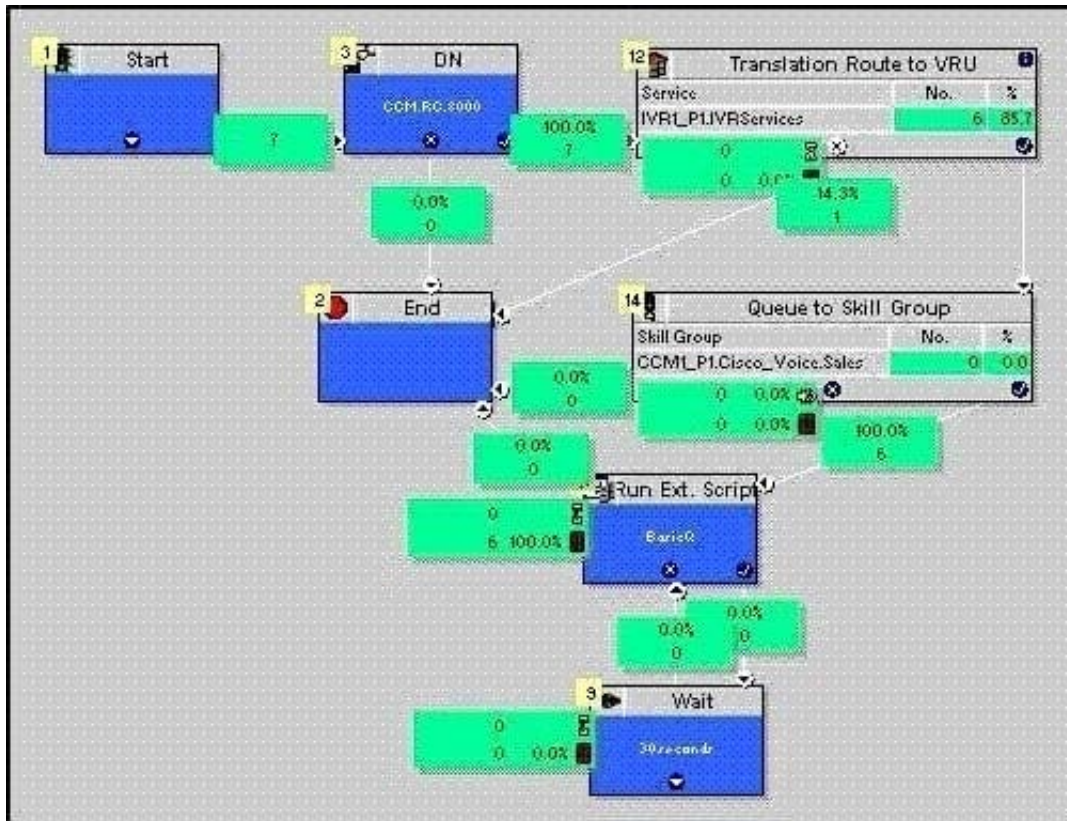


- A. The Outbound Percent for the skill is set to 50%.
- B. The Admin Script is invalid because the Time legs are inverted.
- C. The period the Admin Script was set to run is hourly and the next time that it ran was 9:00 a.m.
- D. The Outbound mode in Node 6 should be set to "BLENDED".

Correct Answer: C

#### QUESTION 4

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?

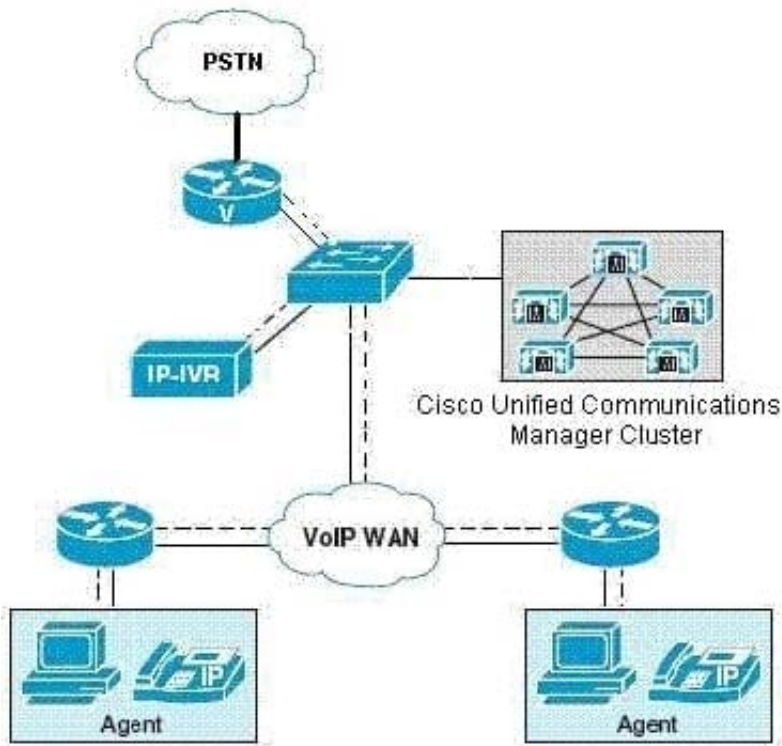


- A. If a Default Route is configured on the Peripheral, the call is redirected to the number configured under "Forward On Failure" on the CTI Route Point used for the Dialed Number in Cisco Unified Communications Manager.
- B. The caller would hear the default error prompt from the Cisco Unified IP 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 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment using the Multi-Site Centralized call processing model, all calls come into the central site for treatment or queuing and are then transferred across the WAN to agents. In this deployment, agents have reported that they are getting stuck in a reserved state but not getting the actual call delivered to them. What is the most likely cause of this failure?



- A. There are not enough Cisco Unified IP IVR ports available to queue calls at the central site.
- B. The agents have lost connection to the centralized CTI OS Servers.
- C. The agent's phone was off-hook during the transfer from the Cisco Unified IP IVR.
- D. There was not enough bandwidth for the call over the WAN, and the Cisco Unified Communications Manager's Locations-based Call Admission Control rejected the call setup.

Correct Answer: D

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