



642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

Pass Cisco 642-243 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/642-243.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

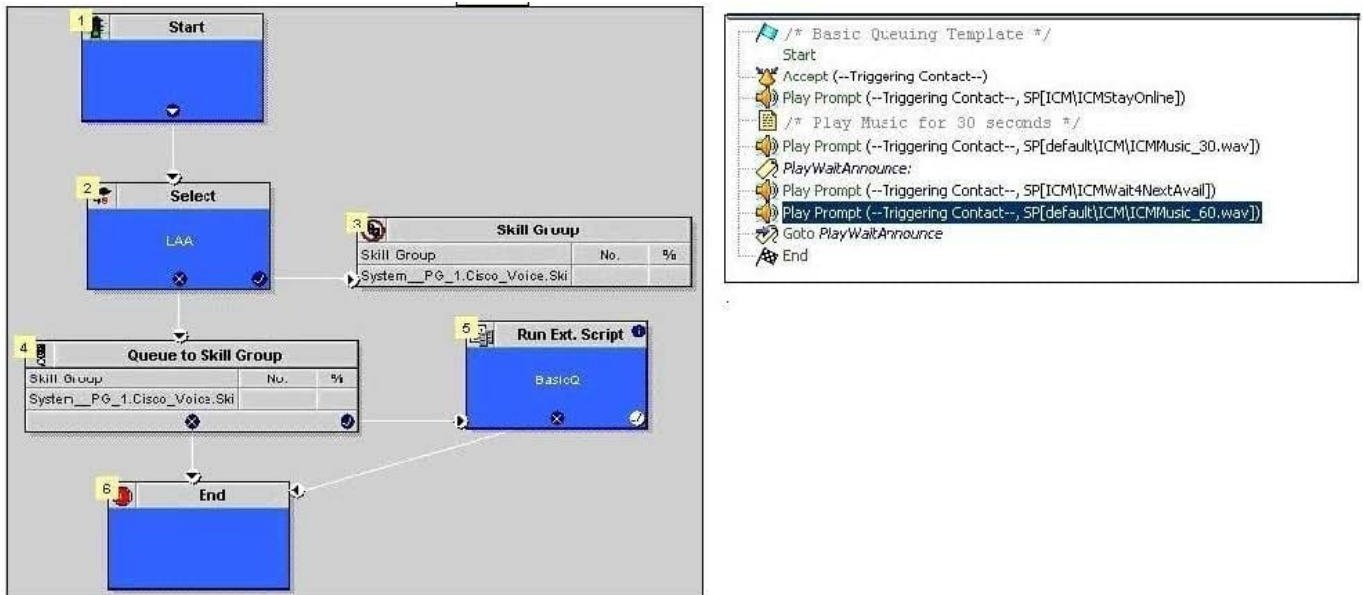
- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the Cisco Unified ICM Routing Script and related Cisco Unified IP IVR Application shown in the exhibit are causing calls to drop while in queue at the Cisco Unified IP IVR. What is the best option to correct this problem?



- A. Add another "Run External Script" Node and connect the Success Path from Node 5 (five) to this new Node to allow calls to queue for an additional 180 seconds.
- B. Increase the maximum steps for a Cisco Unified IP IVR Script in the IP-IVR/CRS Server AppAdmin > System Parameters.
- C. Replace Node 6 (six) with a "Release Call" node which will transfer control of the queued call to the Cisco Unified IP IVR.
- D. Use a Line Segment to connect the Success Path from Node 5 (five) to the "Queue to Skill Group" Node 4 (four).
- E. Add additional Prompts in the Cisco Unified IP IVR BasicQ.aef script to play music, which will allow the script to play music for longer than 180 seconds.

Correct Answer: D

QUESTION 2

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=148408.3062 NTID: 0 dialed number=1 0200 CED= ASTID=5203
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=148408.3062 ASTID: 5203 NTID: 0 Ext: 21186
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Router Call Key=(148408/3062)
Trace: TelephonyDriver::ProcessCSTARoute Select: crossRefID=46863, RTRCallKey=148408.3062, 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

QUESTION 3

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, an agent reports being unable to transfer or conference callers with other agents. The agent is able to accept new inbound calls from the system, but cannot transfer the call. The log files shown in the exhibit were collected from the Cisco Unified Communications Manager PIM logs, the JTAPI Gateway log, and the Cisco Unified Communications Manager Trace log during testing of this failure. Which issue may be the cause of this problem?

UC Manager PIM Log:

Pg9A-pinr1 Trace: ApplicationProtocol::RecvFailureConfMsg - Failure message status \$CCC00C4 (-1932787516) received

JTAPI Gateway Log:

Pg9A-jgw1 Trace: CTI Error Code for JTAPI Exception is: — Undecoded: -1932787516 (0ccc00c4) —

UC Manager Trace Log:

CCM|LineControl(481) - 0 calls, 0 CiReq, busyTrigger=1, maxCall=1

- A. The wrong Calling Search Space is defined on the Agent IP Phone in Cisco Unified Communications Manager.
- B. The wrong Partition is defined on Agent Directory Number on the IP Phone in Cisco Unified Communications Manager.
- C. No Transcoding Resources are defined in the MRGL assigned on the IP Phone in Cisco Unified Communications Manager.
- D. Cisco Unified Communications Manager only allows one call leg per Directory Number on the IP Phone. The transfer fails due to the second call leg being invoked by the agent.

Correct Answer: D

QUESTION 4

In addition to enabling tracing in the Cisco Unified IP IVR, what additional trace files would be helpful in troubleshooting calls that are being dropped in the Cisco Unified IP IVR for the Cisco Unified Contact Center Enterprise solution? (Choose two.)



- A. Cisco Unified Communications Manager > CM Services > CM Services > Cisco CallManager > Debug Trace Level set to Detailed
- B. Cisco Unified Communications Manager > CM Services > CM Services > Cisco CallManager > Debug Trace Level set to Error
- C. Cisco Unified Communications Manager > CTI Services > SDI > Debug Trace Level set to Error
- D. Cisco Unified Communications Manager > CTI Services > Cisco CTIManager > Debug Trace Level set to Detailed
- E. Cisco Unified Communications Manager > CM Services > Cisco CTIManager > Debug Trace Level set to Detailed

Correct Answer: AE

QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment, calls are unable to reach the Cisco Unified IP IVR for prompting or queuing. Which three tools and logs would be most useful in troubleshooting this problem? (Choose three.)

- A. Cisco Unified Communications Manager PG PIM Log
- B. VRU PG PIM Log
- C. Cisco Unified IP IVR MIVR Log with SS_TEL and LIB_ICM tracing turned up
- D. CTI OS Log with Agent State Trace turned up
- E. Cisco Unified Communications Manager PG OPC Log
- F. Cisco Unified ICM Router Log Viewer

Correct Answer: BCF

[Latest 642-243 Dumps](#)

[642-243 VCE Dumps](#)

[642-243 Study Guide](#)