



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

Unified Contact Center Enterprise Support Exam

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### QUESTION 1

In a Cisco Unified Contact Center Enterprise system, a new agent and phone have been added to the system; however, the agent is unable to log in to the system.

The agent is using the same type of phone and has the same CTI OS desktop setup as other agents who are able to log in without issue.

What are two possible causes for this issue?(Choose two.)

- A. The incorrect CTIOS Server IP and Port are configured on the new agent's CTI desktop.
- B. The new phone used by the agent is not associated with IVRJtapiUser.
- C. A new Device Target needs to be added for the phone in the Config (for example, /devtype ipphone / DN 12345).
- D. The phone has call forwarding and call waiting enabled.
- E. The new phone used by the agent is not associated with PGJtapiUser.

Correct Answer: CE

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### QUESTION 2

In a Cisco Unified Contact Center Enterprise deployment, callers are reporting that when they call in, their calls are being intermittently dropped without hearing a welcome or queue message.

Which two problems could potentially cause calls not to reach the Cisco Unified IP IVR? (Choose two.)

- A. The Cisco Unified IP IVR Media Group does not have any remaining channels.
- B. The number of ports in the Cisco Unified IP IVR Call Control Group does not match the number of ports in the Cisco Unified IP IVR Media Control Group.
- C. There are more Cisco Media Channels configured in the Cisco Unified IP IVR than Cisco Unified Communications Manager CTI Ports assigned in the Cisco Unified IP IVR.
- D. The Cisco Unified Communications Manager Calling Search Space of the Gateway of the call does not have access to the partition in which the Cisco Unified IP IVR CTI Ports are found.
- E. The CTI Ports have not been assigned to a Call Control Group via AppAdmin in Cisco Unified IP IVR.
- F. The Cisco Unified IP IVR CTI Ports do not have a Calling Search Space assigned in Cisco Unified Communications Manager.

Correct Answer: AD

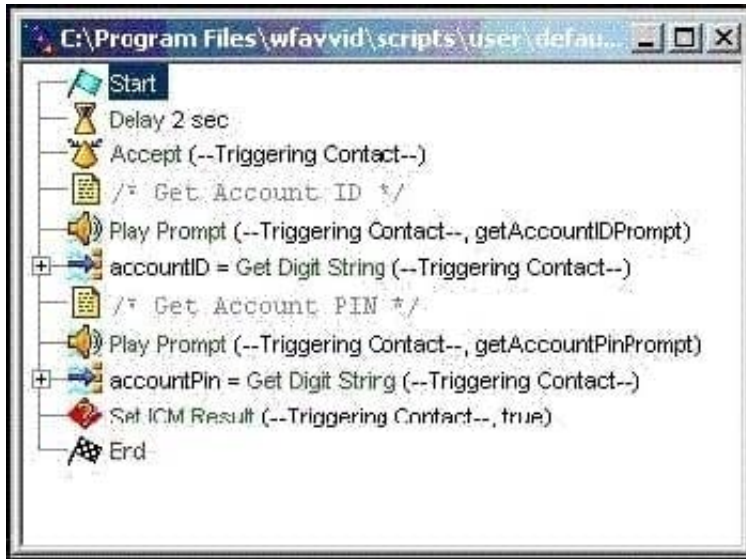
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### QUESTION 3

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 4

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

Select and Place:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR
MCVD
JTAPI
MARC
MEDT

Low-level Unified CM Communications
Script Editor
Cluster Framework
Archive Tool
Workflow Application Framework



Correct Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.


JTAPI
MEDT
MCVD
MARC
MIVR

#### QUESTION 5

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 IVR: 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.

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