642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

In the Cisco Unified Contact Center Enterprise solution, the Cisco Unified ICM Script Editor Agent-to- Agent Node is used to send calls between agents in the system. Which item is not applicable to the Agent- to-Agent Node usage?

A. When selecting an agent by "Peripheral Number," an expression is required.

B. When selecting an agent by "Enterprise Name," an expression is required.

C. An agent may be selected by Peripheral Number, Enterprise Name, or Skill Target ID.

D. When the "Node fails if agent is unavailable" option is checked, the specified agent must be in a Ready state for the "success" branch of the node to be executed.

E. When the "Node fails if agent is unavailable" option is not checked, the "success" branch of the node is executed and the Cisco Unified ICM Call Router sends the call if the Call Router finds a valid label for the agent.

Correct Answer: B

QUESTION 2

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

A. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: list_agent_status /agent 5001

B. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: agent_status /agent

C. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: list_agents

D. C:\>procmon UCCE PG1A pim1>>>>pim_list_agents

E. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: dump_agents 5000 /agent 67172900

Correct Answer: BC

QUESTION 3

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

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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

QUESTION 4

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

QUESTION 5

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 Cmd Pipe 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 CTICLIENT
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

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