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Unified Contact Center Enterprise Support Exam

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QUESTION 1

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 2

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 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

QUESTION 3

In the Cisco Unified Contact Center Enterprise solution, which command should be entered at the command prompt to invoke the Cisco Unified ICM Support Tools command-line version of the "Log Collection Utility" in interactive mode?

A. lct

B. lcutil

C. lcutility

D. lctool

E. supporttoolslogcollection

Correct Answer: D

QUESTION 4

In the Cisco Unified Contact Center Enterprise deployment, agents are reporting they are getting two ACD calls from the system at once. Which three of these tools or logs would be useful to help find the cause of this error? (Choose three.)

A. RTRTrace to enable tracing on the Cisco Unified ICM Call Router

B. Procmon to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway

C. TraceUtil to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway

D. EMSTrace to enable tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

E. OPCTest to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

F. OPCTrace to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
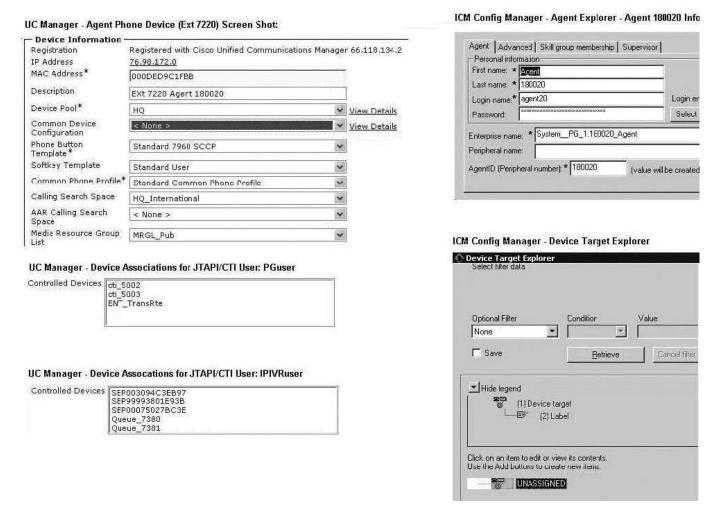
Correct Answer: ABE

QUESTION 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, Agent 180020 using the Cisco Unified Communications Manager IP Phone with Extension 7220 is unable to log in to the system.

Given the configuration in the exhibit, what changes need to be made to allow this agent to log in?

A. Add the agent\\'s device (IP Phone) to the Controlled Devices for PGuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.

B. Add Agent 180020 to the "Sales" skill group to allow the system to route calls to the agent.

C. Add the agent\\'s device (IP Phone) to the Controlled Devices for IPIVRuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.

D. Add the Role "Standard Presence User" to the PGuser configuration using Cisco Unified Communications Manager Administration.

Correct Answer: A

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