

## 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 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

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## 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 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 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. Icutility
- D. Ictool
- E. supporttoolslogcollection

Correct Answer: D

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**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

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**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?

### UC Manager - Agent Phone Device (Ext 7220) Screen Shot:

Device Information	
Registration	Registered with Cisco Unified Communications Manager 66.118.134.2
IP Address	76.98.172.0
MAC Address*	000DED9C1FBB
Description	Ext 7220 Agent 180020
Device Pool*	HQ <a href="#">View Details</a>
Common Device Configuration	< None > <a href="#">View Details</a>
Phone Button Template*	Standard 7960 SCCP
Softkey Template	Standard User
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	HQ_International
AAR Calling Search Space	< None >
Media Resource Group List	MRGL_Pub

### ICM Config Manager - Agent Explorer - Agent 180020 Info

Agent	Advanced	Skill group membership	Supervisor
Personal information			
First name: *	Agent		
Last name: *	180020		
Login name: *	agent20 <a href="#">Login er</a>		
Password:	***** <a href="#">Select</a>		
Enterprise name: *	System_PG_1.180020_Agent		
Peripheral name:			
AgentID (Peripheral number): *	180020 (value will be created)		

### UC Manager - Device Associations for JTAPI/CTI User: PGuser

Controlled Devices	cti_5002 cti_5003 EN_TransRte
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### UC Manager - Device Associations for JTAPI/CTI User: IPIVRuser

Controlled Devices	SEP003094C3EB97 SEP99993801E93B SEP00075027BC3E Queue_7380 Queue_7381
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### ICM Config Manager - Device Target Explorer

Device Target Explorer		
Select filter data:		
Optional Filter	Condition	Value
None		
<input type="checkbox"/> Save	<a href="#">Retrieve</a>	<a href="#">Cancel filter</a>
<input type="checkbox"/> Hide legend		
● (1) Device target		
└─ (2) Label		
Click on an item to edit or view its contents. Use the Add buttons to create new items.		
UNASSIGNED		

- 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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