

642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

Refer to the exhibit. An agent in a Cisco Unified Contact Center Enterprise system is reporting that the system is automatically changing the agent's state from "Ready" to "Not-Ready" for no apparent reason.

In the Cisco Unified Communications Manager configuration, the default Calling Search Space for the CTI Ports and CTI Route Points is "Calling Party."

Given the log file and Cisco Unified Communications Manager configuration, which option is the most likely cause of the failure?

```
Accepting call for CTI Route Point: 1208 on CTI Port: 1333, ciscoCause=31 21817: Apr 08 20:02:48.001 CDT %MVR-SS_TEL-7-UNK:Call.accepte
JTAPICallContact[id=123,implId=105251/4,inbound=true,App name=BUR_TR1,task=null,session=80000000096,seq
num=0,cn=1208,dn=1208,cgn=6309659195,ani=nul,dnis=null,clid=null,atype=REDIRECT,lrd=4901,ocn=8883366178,route=RP[num=1208],TP=13
REDIRECT_FAILED:Redirect failed: All Call ids=CallID:123 MediaId:105251/4 Task:73000000315,Extension=613373,Exception=com.cisco.jtapi.In
Request failed because of an invalid destination. ,Failure reason= CTIERR_REDIRECT_CALL_UNKNOWN_DESTINATION=0x8ccc0034 21880: A
CDT %MVR-SS_TEL-3-EXCEPTION:com.cisco.jtapi.InvalidPartyExceptionImpl: Request failed because of an invalid destination.
```

- A. The agent walked away from the desk without putting him or herself into "Not Ready."To resolve this issue instruct the agent to put his or her phone in a "Not Ready" state before leaving the workstation.
- B. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis- configuration.The Calling Search Space of the CTI Route Point 1208 needs to have the agent's extension 613373 in Cisco Unified Communications Manager.
- C. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis- configuration.The Calling Search Space of the calling device needs to have the agent's extension 613373 in Cisco Unified Communications Manager.
- D. The agent's extension 613373 is not associated with the IP-IVR JTAPI/CTI user in Cisco Unified Communications Manager.From the Cisco Unified Communications Manger Administration > User; add extension 613373 as a controlled device.

Correct Answer: C

QUESTION 2

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 3

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 VR: 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.

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- 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

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

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.

<div style="background-color: #c6e0b4; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">DumpCfg</div> <div style="background-color: #c6e0b4; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">RTTest</div> <div style="background-color: #c6e0b4; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">OPCTest</div> <div style="background-color: #c6e0b4; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">RTRTrace</div> <div style="background-color: #c6e0b4; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Procmon</div> <div style="background-color: #c6e0b4; border: 1px solid black; padding: 5px; text-align: center;">ICMDBA</div>	<div style="background-color: #ffffcc; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">General purpose command-line debugging on Cisco Unified ICM processes</div> <div style="background-color: #ffffcc; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Used to intepret an Cisco Unified ICM Call Router's events and states</div> <div style="background-color: #ffffcc; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)</div> <div style="background-color: #ffffcc; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Manage various SQL Server operating parameters and create/modify databases</div> <div style="background-color: #ffffcc; border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Interprets a Peripheral Gateway's status and statistics</div> <div style="background-color: #ffffcc; border: 1px solid black; padding: 5px; text-align: center;">Sets debug levels on an Cisco Unified ICM Call Router process</div>
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Select and Place:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

- DumpCfg
- RTTest
- OPCTest
- RTRTrace
- Procmon
- ICMDBA

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

Correct Answer:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

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- Procmon
- RTTest
- DumpCfg
- ICMDBA
- OPCTest
- RTRTrace