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

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: 120% on CTI Por:: 1333, ciscoCause=31 21%17: Apr 0% 20:02:4%.001 CDT %MIVR-SS\_TEL-7-UNK:Call.accepte JTAPICallContact[id=123,implid=105251/4,inbound=true,App name=BUR\_TR1,task=null,sess on=%0000000096,seq num=0,cn=120%,dn=120%,cgn=6309659195,ani=nul,dnis=null,clid=null,atype=REDIRECT,Ird=4901,ocn=%%336517%,route=RP[num=120%],TP=13 REDIRECT\_FAILED:Redirect failed: All Call ids=CallID:123 Mediald: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=0x%ccc0034 21%%0: A CDT %MIVR-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

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## **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.

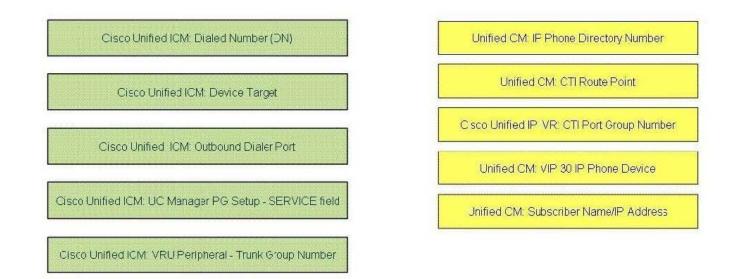
Select and Place:

common configuration elements occur across Cisco Contact Center Enterprise solution components. Drag and drop Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP onfiguration elements on the right.	
Unified CM: IP Phone Directory Number	
Unified CM: CTI Route Point	
C sco Unified IP VR: CTI Port Group Number	
Unified CM: VIP 30 IP Phone Device	
Jnified CM: Subscriber Name/IP Address	

Select and Place:

## Leads4Pass

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.



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 Urified ICM VRJ Feripheral - Trurk Group Number
Cisco Unified ICM: Outbound Dialer Port
Cisco Unified ICVI: 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

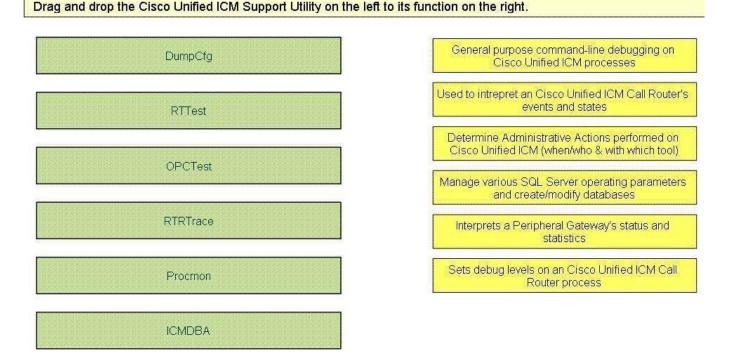
Correct Answer: AE

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#### **QUESTION 5**

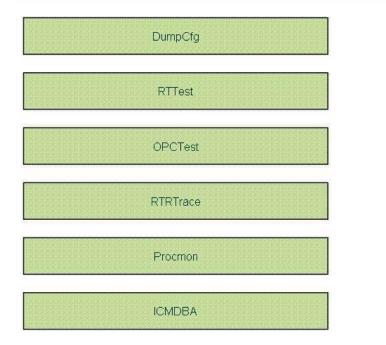
Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

Select and Place:



Select and Place:

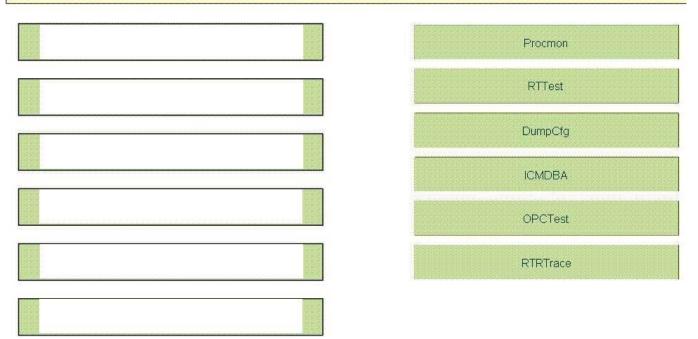
### Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.



	oose command-line debugging on co Unified ICM processes
Used to intrepre	et an Cisco Unified ICM Call Router's events and states
	dministrative Actions performed on d ICM (when/who & with which tool)
	s SQL Server operating parameters create/modify databases
Interprets a	Peripheral Gateway's status and statistics
Sets debug le	evels 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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