

642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

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QUESTION 1

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

Select and Place:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR	Low-level Unified CM Communications
MCVD	Script Editor
JTAPI	Cluster Framework
MARC	Archive Tool
MEDT	Workflow Application Framework

Correct Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

	JTAPI
	MEDT
	MCVD
	MARC
	MIVR

QUESTION 2

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, an agent is having trouble logging in to the system. In reviewing the CTI OS log file, the error message has been found in the log. What is the likely cause of this error?

```
10:34:21 CTIOS1-ctios Trace: CsystemEvent::DecodeMessage Begin, Packet length 34
10:34:21 CTIOS1-ctios Trace: SYSTEM_EVENT received: PGStatus:0, ICMCentralControllerTime:1207060713
SystemEventID:10 Arg1:5000 Arg2:4294967295 Arg3:0 Text:(null)
10:34:21 CTIOS1-ctios Trace: >> CG: [SYSTEM]:EVT: eSystemEvent( eSysInstrumentOutOfService )
10:34:21 CTIOS1-ctios Trace: CServiceBroker::HandleSystemEvent(). ERROR - No AgentInstrument provided in
SYS_INSTRUMENT_OUT_OF/BACK_IN_SERVICE
```

A. The agent's phone is not associated with the PG User.

- B. The agent's password was typed incorrectly or is not valid.
- C. The agent's CTIOS client is running a lower version than the CTIOS on the Peripheral Gateway.
- D. The client cannot communicate with the CTIOS on port 42028.

Correct Answer: A

QUESTION 3

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 4

In a Cisco Unified Contact Center Enterprise deployment, which three traces would you apply for a Cisco Unified Communications Manager PIM in the Cisco Unified ICM PROCMON tool? (Choose three.)

- A. trace *low* /on
- B. trace csta* /on
- C. trace *event /on
- D. trace closedcalls /on
- E. trace precall /on
- F. trace routing /on

Correct Answer: BCE

QUESTION 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise call flow, the Cisco Unified IP IVR application is used to queue calls during business hours, or plays the system generated "goodbye" prompt. In testing this call flow, all

callers are hearing the "goodbye" prompt, even during business hours. In order to correct this error, which Cisco Unified IP IVR step needs to be moved in the flow shown in the exhibit?



- A. Get Enterprise Call Info step
- B. If step
- C. Play Prompt ("goodbye") step
- D. Play Prompt ("ICMStayOnline") step
- E. Label ("PlayPrompt:") step

Correct Answer: E

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