

## 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: 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,lr=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

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**QUESTION 2**

To use the Cisco Unified ICM dumplog utility to gather the Call Router's MDS log from Monday, March 10, 2008, beginning at 9:30, and to ensure that you do not get binary data in the log, which command line syntax would you use?

- A. dump mds /bt 09:30 /nobinary /o
- B. dumplog mds /bd 03/10/2008 /9:30 /o
- C. dumplog mds /bd 03/10/2008 /bt 09:30 /nobin /o
- D. dumplog /bd 03/10/2008 /bt 09:30 /nobin /o

Correct Answer: C

---

**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.

- Cisco Unified ICM: Device Target
- Cisco Unified CM: Dialed Number (DN)
- Cisco Unified ICM: VRJPeripheral - Trunk Group Number
- Cisco Unified ICM: Outbound Dialer Port
- Cisco Unified ICM: JC Manager PG Setup - SERVICE field

### QUESTION 4

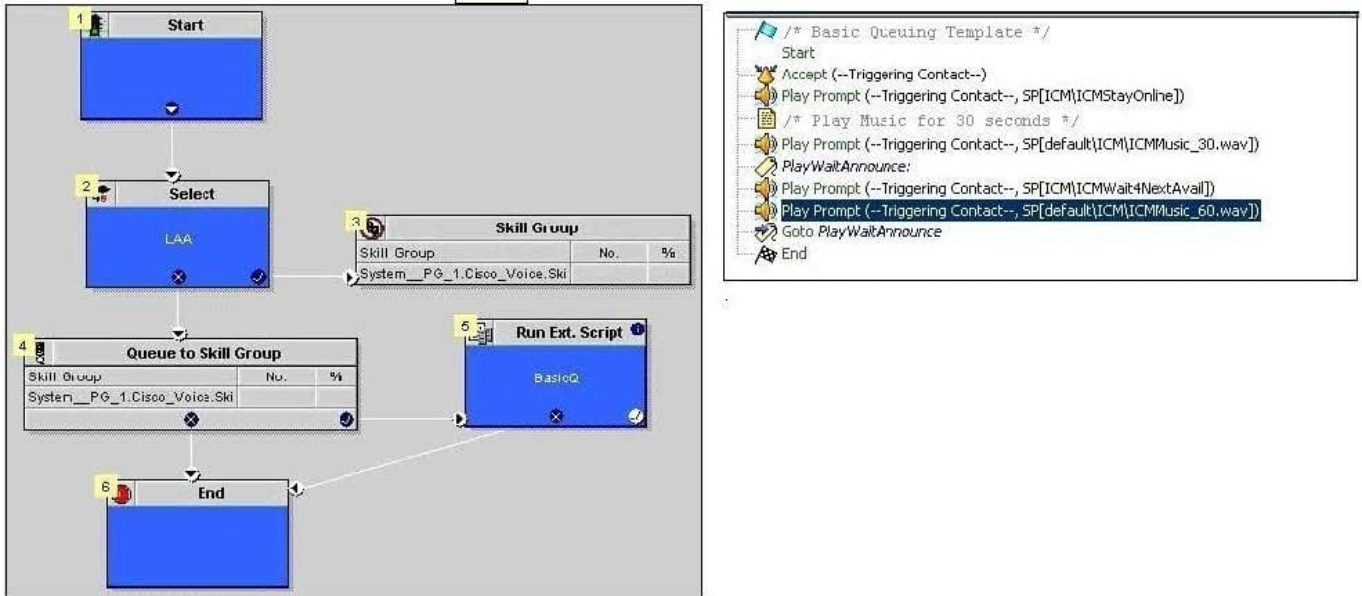
Choose the correct sequence of agent state events from Agent Login to Agent Logout in the Cisco Unified Contact Center Enterprise solution.

- A. login, not ready, ready, available, reserved, talking, hold, wrap up, logout
- B. login, ready, available, reserved, talking, hold, wrap up, not ready, logout
- C. login, not ready, ready, available, reserved, hold, wrap up, not ready, logout
- D. login, not ready, ready, available, reserved, talking, hold, wrap up, not ready, logout

Correct Answer: C

### QUESTION 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the Cisco Unified ICM Routing Script and related Cisco Unified IP IVR Application shown in the exhibit are causing calls to drop while in queue at the Cisco Unified IP IVR. What is the best option to correct this problem?



- A. Add another "Run External Script" Node and connect the Success Path from Node 5 (five) to this new Node to allow calls to queue for an additional 180 seconds.
- B. Increase the maximum steps for a Cisco Unified IP IVR Script in the IP-IVR/CRS Server AppAdmin > System Parameters.
- C. Replace Node 6 (six) with a "Release Call" node which will transfer control of the queued call to the Cisco Unified IP IVR.
- D. Use a Line Segment to connect the Success Path from Node 5 (five) to the "Queue to Skill Group" Node 4 (four).
- E. Add additional Prompts in the Cisco Unified IP IVR BasicQ.aef script to play music, which will allow the script to play music for longer than 180 seconds.

Correct Answer: D

**QUESTION 6**

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 CTIOS 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

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### QUESTION 7

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, an agent reports being unable to transfer or conference callers with other agents. The agent is able to accept new inbound calls from the system, but cannot transfer the call. The log files shown in the exhibit were collected from the Cisco Unified Communications Manager PIM logs, the JTAPI Gateway log, and the Cisco Unified Communications Manager Trace log during testing of this failure. Which issue may be the cause of this problem?

#### UC Manager PIM Log:

```
Pg9A-pinr1 Trace: ApplicationProtocol::RecvFailureConfMsg - Failure message status $CCC00C4 (-1932787516) received
```

#### JTAPI Gateway Log:

```
Pg9A-jgw1 Trace: CTI Error Code for JTAPI Exception is: — Undecoded: -1932787516 (%ccc00c4) —
```

#### UC Manager Trace Log:

```
CCM|LineControl(481) - 0 calls, 0 CiReq, busyTrigger=1, maxCall=1
```

- A. The wrong Calling Search Space is defined on the Agent IP Phone in Cisco Unified Communications Manager.
- B. The wrong Partition is defined on Agent Directory Number on the IP Phone in Cisco Unified Communications Manager.
- C. No Transcoding Resources are defined in the MRGL assigned on the IP Phone in Cisco Unified Communications Manager.
- D. Cisco Unified Communications Manager only allows one call leg per Directory Number on the IP Phone. The transfer fails due to the second call leg being invoked by the agent.

Correct Answer: D

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### QUESTION 8

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, call center agents report that calls drop intermittently as soon as they answer the phone.

Callers who experienced the symptoms said they did not hang up, they were disconnected by the system.

The Cisco Unified Communications Manager log files were examined during this failure, with specific items noted.

Given these symptoms and the information in the log file, what is the most likely cause of this problem?"

```
CCM|MediaResourceManager::waiting_MrmAllocateMtpResourceErr|<CLID::StandAloneCluster>
```

```
CCM|MtpNoMoreResourcesAvailable - No more MTP resources available. App ID: Cisco CallManager Cluster ID: StandAloneCluster Node ID: CCMNODE1
```

- A. Lack of Music on Hold resources in Cisco Unified Communications Manager

- B. lack of Conference Bridge resources in Cisco Unified Communications Manager
- C. lack of Transcoder resources in Cisco Unified Communications Manager
- D. lack of trunk or port resources on Voice Gateway

Correct Answer: C

---

### QUESTION 9

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

- A. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: list\_agent\_status /agent 5001
- B. C:\>rttest /cust UCCE /node RouterARTTEST Release 7.0.0.0 , Build 14833rttest: agent\_status /agent
- C. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: list\_agents
- D. C:\>procmon UCCE PG1A pim1>>>>pim\_list\_agents
- E. C:\>opctest /cust UCCE /node PG1AOPCTEST Release 7.0.0.0 , Build 14833opctest: dump\_agents 5000 /agent 67172900

Correct Answer: BC

---

### QUESTION 10

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, callers have reported that their calls are dropping intermittently without hearing any greetings or queue music. At times they are able to hear Cisco Unified IP IVR

prompts but are then dropped before connecting to an agent.

The Cisco Unified Communications Manager is configured as follows for this deployment:

All CTI Route Points that make requests to Cisco Unified ICM have names that start with "IPCC."




All CTI Route Points used for Cisco Unified ICM Translation Routing to the Cisco Unified IP IVR are named starting with "Trans."

All CTI Ports used by the Cisco Unified IP IVR are named starting with "CTI."

All Agent Phones are named starting with "SEP."

There is concern about how these devices are associated in the Cisco Unified Communications Manager configuration. The device associations for the PGuser and IVRuser are shown in the exhibit.

Given the problem and the current device associations, what two things might be causing these call failures? (Choose two.)

<input checked="" type="checkbox"/>		TransRtRP2	TransRtRP2	<input type="radio"/>	6001	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP3	TransRtRP3	<input type="radio"/>	6002	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP4	TransRtRP4	<input type="radio"/>	6003	<input type="radio"/>	Controlled

- A. "Enable CTI Application Use" is not checked on the PGuser and IVRuser configuration options
- B. The Peripheral Gateway and Cisco Unified IP IVR do not use the PGuser nor IVRuser Cisco Unified Communications Manager user accounts
- C. CTI\_1300 and TransRtPT3 should not be associated with the PGuser Cisco Unified Communications Manager user account
- D. All devices should be associated with both the PGuser and IVRuser Cisco Unified Communications Manager user accounts
- E. The Agent IP Phone 3001 should not be associated with the IVRuser Cisco Unified Communications Manager user account
- F. The problem is not with the configuration. The Cisco Unified Communications Manager database subscription is broken on subscribers

Correct Answer: CE

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