

642-243^{Q&As}

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

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?

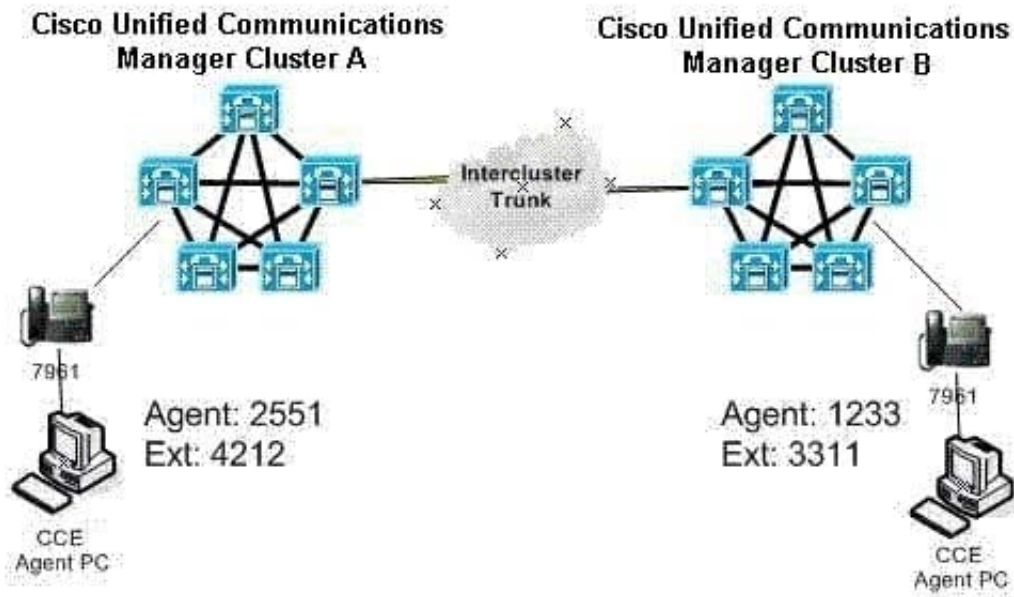
```
10:34:21 CTIOS1-ctios Trace: CSystemEvent::DecodeMessage Begin, Packet length 34
10:34:21 CTIOS1-ctios Trace: SYSTEM_EVENT received: PGStatus:0, ICMCentralControllerTime:1207060713
SystemEventID:10 Arg1:5000 Arg2:4294967295 Arg3:0 Text:(null)
10:34:21 CTIOS1-ctios Trace: >> CG: [SYSTEM]:EVT: eSystemEvent( 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

Refer to the exhibit. In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?



- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.
- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

Correct Answer: C

QUESTION 4

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. lcutility
- D. lctool
- E. supporttoolslogcollection

Correct Answer: D

QUESTION 5

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 6

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 accepted
JTAPI CallContact[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=null,dnis=null,clid=null,atype=REDIRECT,lrc=4901,ocn=8883365178,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 Manager Administration > User; add extension 613373 as a controlled device.

Correct Answer: C

QUESTION 7

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Select and Place:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label
Distribute
Select
Route Select
Skill Group
Switch

Used to direct Routing Script execution to its active output connection

Used to search best matches with **Start with first target** or **Start with Next target** options

Used to return multiple Labels to a routing client

Used to define the set of skill groups that can receive the contact

Used to allocate contacts among the targets based on current information about each target

Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Select and Place:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label
Distribute
Select
Route Select
Skill Group
Switch

Used to direct Routing Script execution to its active output connection

Used to search best matches with **Start with first target** or **Start with Next target** options

Used to return multiple Labels to a routing client

Used to define the set of skill groups that can receive the contact

Used to allocate contacts among the targets based on current information about each target

Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Correct Answer:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Switch

Select

Divert Label

Skill Group

Distribute

Route Select

QUESTION 8

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

MCVD

JTAPI

MARC

MEDT

Low-level Unified CM Communications

Script Editor

Cluster Framework

Archive Tool

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 9

Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

```
Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=148408.3062 NTID: 0 dialed number=1 0200 CED= ASTID=5203
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=148408.3062 ASTID: 5203 NTID: 0 Ext: 21186
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Route Call Key=(148408/3062)
Trace: TelephonyDriver::ProcessCSTARoute Select: crossRefID=46863, RTRCallKey=148408.3062, label 21186 callID=50358922
```

- A. CTI OS (Server)
- B. CTI OS (Client)
- C. JTAPI Gateway (jgw)
- D. UC Manager PIM (Enterprise Agent PIM)
- E. ICM Call Router (rtr)

Correct Answer: D

QUESTION 10

In the Cisco Unified Contact Center Enterprise solution, the Cisco Unified ICM Script Editor Agent-to- Agent Node is used to send calls between agents in the system. Which item is not applicable to the Agent- to-Agent Node usage?

- A. When selecting an agent by "Peripheral Number," an expression is required.
- B. When selecting an agent by "Enterprise Name," an expression is required.
- C. An agent may be selected by Peripheral Number, Enterprise Name, or Skill Target ID.
- D. When the "Node fails if agent is unavailable" option is checked, the specified agent must be in a Ready state for the "success" branch of the node to be executed.

E. When the "Node fails if agent is unavailable" option is not checked, the "success" branch of the node is executed and the Cisco Unified ICM Call Router sends the call if the Call Router finds a valid label for the agent.

Correct Answer: B

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