

Exam : **Cisco 642-243**

Title : **Unified Contact Center
Enterprise Support Exam**

Version : **Demo**

1. In a Cisco Unified Contact Center Enterprise system, a new agent and phone have been added to the system; however, the agent is unable to log in to the system.

The agent is using the same type of phone and has the same CTI OS desktop setup as other agents who are able to log in without issue. What are two possible causes for this issue?(Choose two.)

- A. The incorrect CTIOS Server IP and Port are configured on the new agent's CTI desktop.
- B. The new phone used by the agent is not associated with IVRJtapiUser.
- C. A new Device Target needs to be added for the phone in the Config (for example, /devtype ipphone /DN 12345).
- D. The phone has call forwarding and call waiting enabled.
- E. The new phone used by the agent is not associated with PGJtapiUser.

Answer: CE

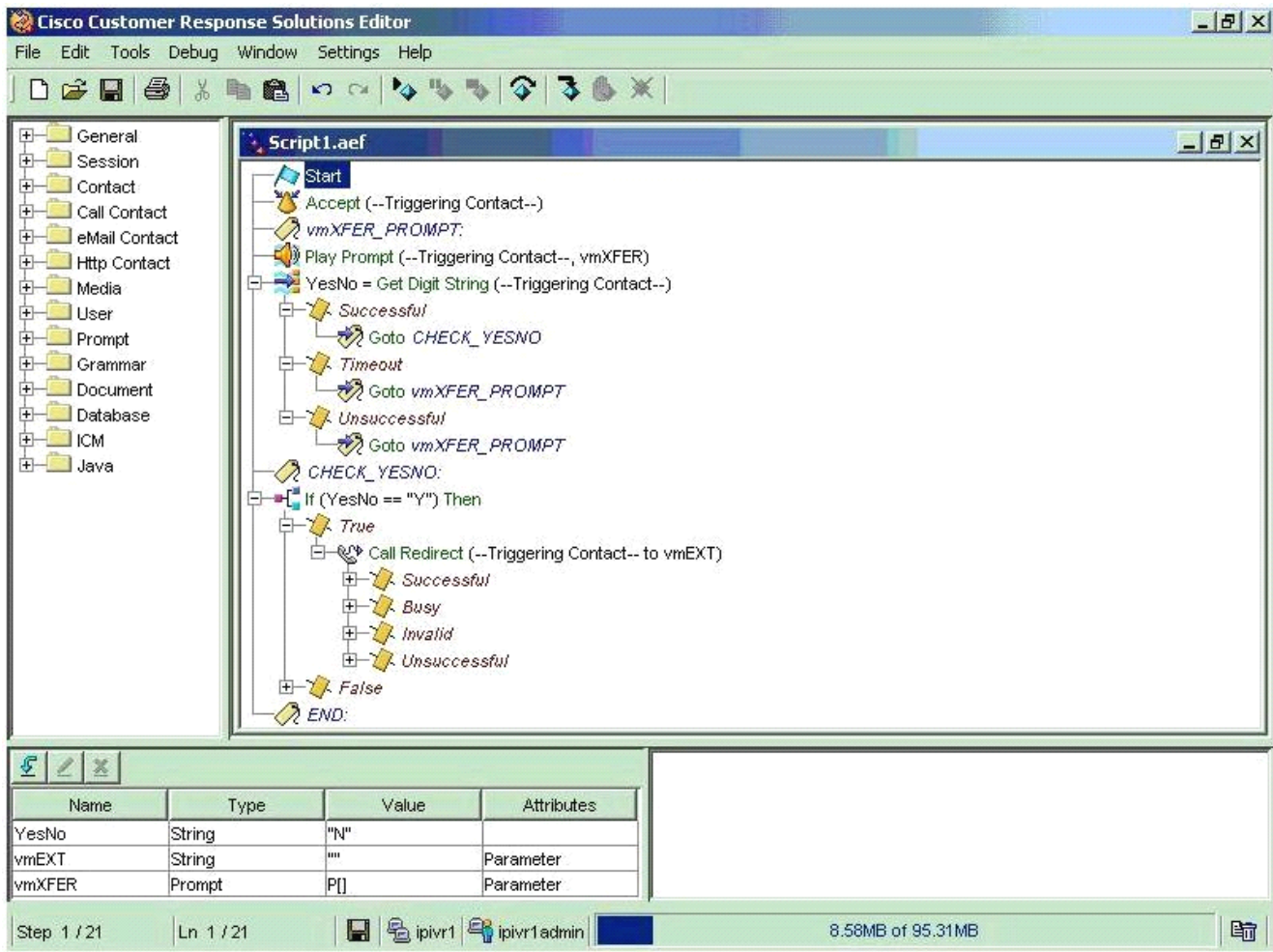
2. Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

```
Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=14408.3062 NTID: 0 dialed number=10200 CED= ASTID=5203
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=14408.3062 ASTID: 5203 NTID: 0 Ext: 21186
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Router Call Key=(14408/3062)
Trace: TelephonyDriver::ProcessCSTARoute Select: crossRefID=46863, RTRCallKey=14408.3062, 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)

Answer: D

3. Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, the call flow allows the caller to opt out and leave a voice-mail message for an agent team while in queue. The Cisco Unified IP IVR application "Script1.aef" is called to prompt the caller and transfer the call to voice mail. What impact does the script shown in the exhibit have on the system?



- A. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Abandoned" in the Cisco Unified CCE Call Type reporting.
- B. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Transferred Out" in the Cisco Unified CCE Call Type reporting.
- C. Calls that are sent to voice mail from the Cisco Unified IP IVR script will appear as "Handled" in the Cisco Unified CCE Call Type reporting.
- D. All calls that are sent to this script will be sent to the vmEXT using the Call Redirect step.
- E. Callers will remain in queue after they leave the voice-mail message.

Answer: A

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

Answer: AE

5. In a Cisco Unified Contact Center Enterprise system, external callers being queued on the Cisco Unified IP IVR are reporting voice quality issues with the Cisco Unified IP IVR prompts as being "choppy." Which two actions would be helpful in finding the problem? (Choose two.)

A. Check that the codec configuration matches between the voice gateway configuration on the Cisco Unified Communications Manager, and the codec configured on the Cisco Unified IP IVR/CRS server.

B. Trace the voice path of a problem call through the network, collecting and analyzing traffic from the voice gateway and Cisco Unified IP IVR/CRS server.

C. Enable Performance Monitor counters on the Cisco Unified IP IVR/CRS server to monitor CPU and memory usage.

D. Collect JTAPI logs from the Cisco Unified IP IVR to investigate any errors with the call control messages.

E. Verify the MTP resources that are available in Cisco Unified Communications Manager for this call flow.

Answer: BC