Exam Code: 642-243
Exam Name: Unified Contact Center Enterprise Support Exam
Vendor: CISCO
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.
**Correct Answers: C, E**

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: Device Target PreCalled: PreLock: RTCRCallKey=148498.2062 NTID: 9 dialed number=12000 CEC=7 NTID=5202
- Trace: Device Target PreCalled: PreLock: RTCRCallKey=148498.2062 NTID: 5202 NTID: 9 Ext=21184
- Trace: AddiPreRouteEvent: Inst:21186 Created By/PreCall:1PeriphCID=1 Queue Count:1 Router CallKey=(148498.2062)
- Trace: TelephonyDriver: Process CTA Route Event: crossRef=60463, RTCRCallKey=148498.2062, Label=21186, callID=60656922

- 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 Answers: D**

5: 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.
**Correct Answers: A**

6: 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 Answers: A E**

7: 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.

**Correct Answers: B C**

8: Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, the Cisco Unified
ICM Script Editor provides a “Monitor Mode” that is useful in understanding how calls are being
handled in real time. Given the screen capture, which two states describe the calls handled by this
Call Routing Script? (Choose two.)
A. Thirty calls are currently in queue for the "Gold" Skill Group.
B. Three calls failed the Queue to Skill Group Node because no "Gold" agents were logged in.
C. Agents in the "Gold" Skill Group were immediately available for 20 calls.
D. Four calls remained in queue on the Cisco Unified IP IVR waiting for available agents and heard the prompts played by the "qmsg" script.
E. "CCM1_1" is the Media Routing Domain of the "Gold" Skill Group.

Correct Answers: B C

9: 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?
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 Answers: A

10: 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 Answers: C