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Exam : 642-243

Title : Unified Contact Center Enterprise
Support Exam

Vendors : Cisco

Version : DEMO

1.Drop

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 IVR: CTI Port Group Number
- Unified CM: VIP 30 IP Phone Device
- Unified CM: Subscriber Name/IP Address

Answer:

- Green choice1---->Yellow Choice2
- Green choice2---->Yellow Choice1
- Green choice5---->Yellow Choice3
- Green choice3---->Yellow Choice4
- Green choice4---->Yellow Choice5

2.Drop

In the Cisco Unified Contract Center Enterprise Solution, "Translation Route to VRU" node in the Cisco Unified ICM Script Editor has several options that can be used for intelligent routing. Drag and drop the option on the left to its function on the right.

- Route
- Select Max/Select Min Value Of
- Consider If
- Translation Route

- A formula that must evaluate to "true" for the Cisco Unified ICM to be able to use this target when the node executes
- A formula that determines which of the targets is selected
- The route to send the call for initial VRU processing if the target is selected
- A route to send the call if this target is selected

Answer:

- Green choice4---->Yellow Choice1

Green choice3---->Yellow Choice2

Green choice5---->Yellow Choice3

Green choice1---->Yellow Choice4

3. 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: C E

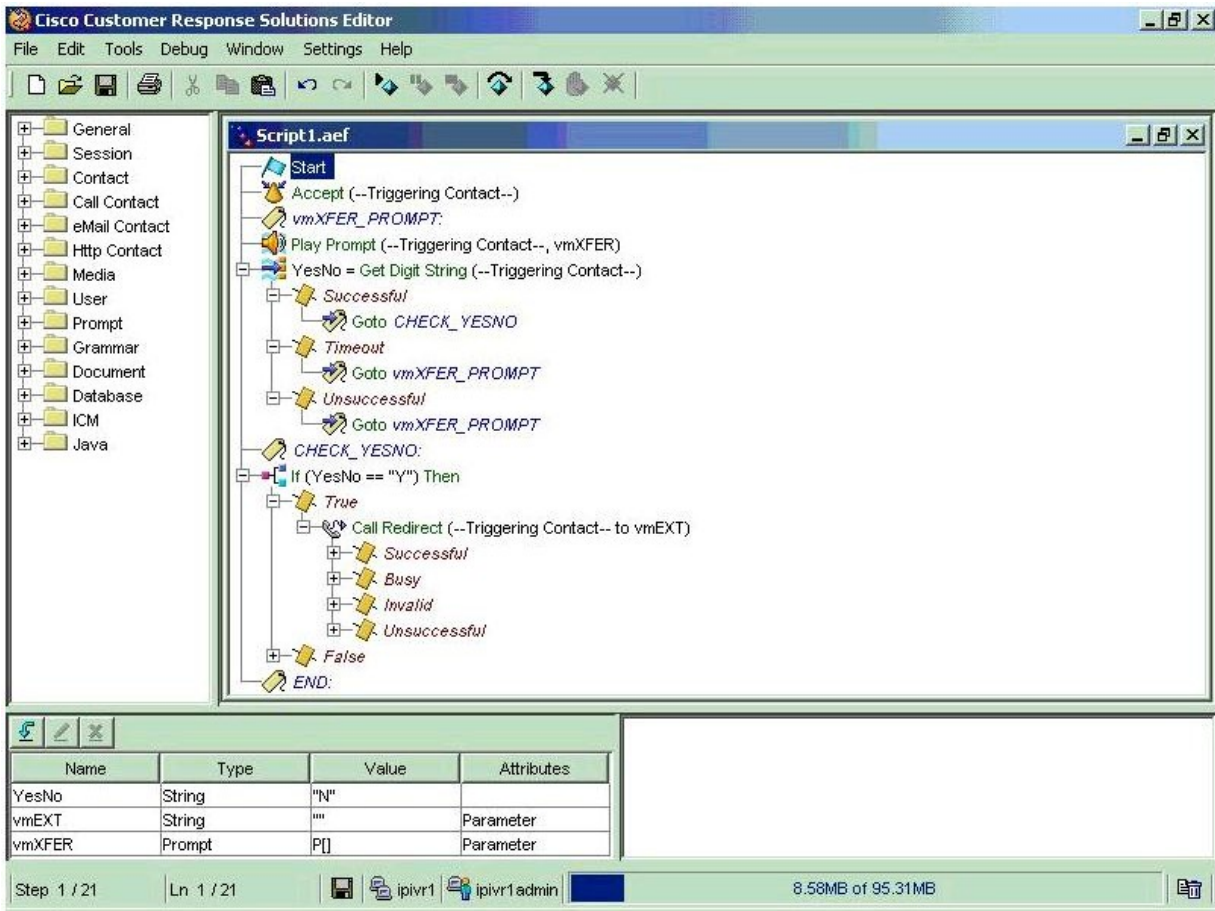
4. Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

```
Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=148408.3062 NTID: 0 dialed number=10200 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 RouterCallKey=(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)

Answer: 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.

Answer:A