Vendor: Cisco

Exam Code: 642-243

Exam Name: Unified Contact Center Enterprise Support Exam

Version: DEMO
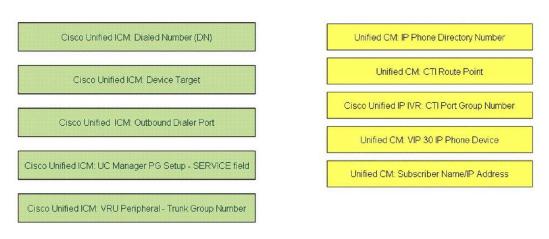
QUESTION 1
Drag and Drop Question
Common configuration elements occur across Cisco Contact Center Enterprise solution components. Drag and drop the Cisco Unified ICM configuration elements on the left to the matching Cisco Unified Communications Manager and IP IVR configuration elements on the right-Drag and drop question. Drag the items to the proper locations.
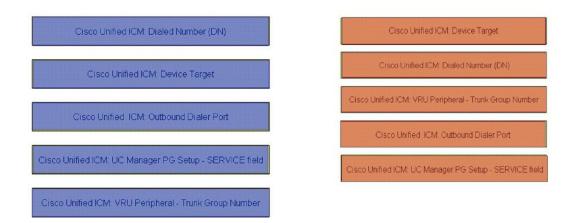
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Cisco Unified ICM: Dialed Number (DN)	Unified CM: IP Phone Directory Number
Cisco Unified ICM: Device Target	Unified CM: CTI Route Point
Cisco Unified ICM: Outbound Dialer Port	Cisco Unified IP IVR: CTI Port Group Number
Cisco Unified ICM: UC Manager PG Setup - SERVICE field	Unified CM: VIP 30 IP Phone Device
Cisco Unified ICM: VRU Peripheral - Trunk Group Number	Unified CM: Subscriber Name/IP Address

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: Dialed Number (DN)	Cisco Unified ICM: Device Target
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Cisco Unified ICM: Outbound Dialer Port	Cisco Unified ICM: VRU Peripheral - Trunk Group Number
Cisco Unified ICM: UC Manager PG Setup - SERVICE field	Cisco Unified ICM: Outbound Dialer Port
Cisco Unified ICM: VRU Peripheral - Trunk Group Number	Cisco Unified ICM: UC Manager PG Setup - SERVICE field

QUESTION 2
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

QUESTION 3
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

QUESTION 4
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.

Answer: A

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 /bt09:30 /nobinary /o
B. dumplog mds /bd03/10/2008 /9:30 /o
C. dumplog mds /bd 03/10/2008 /bt 09:30 /nobin /o
D. dumplog /bd03/10/2008 /bt 09:30 /nobin /o

Answer: C

QUESTION 6
Which two problems could potentially cause calls not to reach the Cisco Unified IP IVR? (Choose two.)

A. The Cisco Unified IP IVR Media Group does not have any remaining channels.
B. The number of ports in the Cisco Unified IP IVR Call Control Group does not match the number of ports in the Cisco Unified IP IVR Media ControlGroup.
C. There are more Cisco Media Channels configured in the Cisco Unified IP IVR than Cisco Unified Communications Manager CTI Ports assigned in theCisco Unified IP IVR.
D. The Cisco Unified Communications Manager Calling Search Space of the Gateway of the call does not
have access to the partition in which the Cisco
Unified IP IVR CTI Ports are found.
E. The CTI Ports have not been assigned to a Call Control Group via AppAdmin in Cisco Unified IP IVR.
F. The Cisco Unified IP IVR CTI Ports do not have a Calling Search Space assigned in Cisco Unified Communications Manager.

Answer: AD

QUESTION 7
When troubleshooting calls that are dropping in the Cisco IP IVR in the Cisco Unified Contact Center Enterprise solution, which log file settings would be useful? Select the three best options for tracing from the AppAdmin > System > Tracing menu. (Choose three.)

A. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL
and SSJCM
B. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL
and SS_JTAPI and SSJCM
C. Trace Configuration > CRS Engine > SUBSYSTEMS Under MISCELLANEOUS, turn on this MIVR trace Debug level for ENG
D. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVRtrace Debug
level for LIBJCM
E. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_JTAPI

Answer: ACD

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