

**Cisco 642-243**

**642-243 Unified Contact Center Enterprise Support  
(UCCES)  
Practice Test  
Version 1.6**

**QUESTION NO: 1 DRAG 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)                  | 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      |

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Drag and drop question. Drag the items to the proper locations.

**Answer:**

|  |  |
|--|--|
| Cisco Unified ICM: Dialed Number (DN)                  | Cisco Unified ICM: Device Target                       |
| Cisco Unified ICM: Device Target                       | Cisco Unified ICM: Dialed Number (DN)                  |
| 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 |

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**Explanation:**

|  |  |
|--|--|
| Cisco Unified ICM: Dialed Number (DN)                  | Cisco Unified ICM: Device Target                       |
| Cisco Unified ICM: Device Target                       | Cisco Unified ICM: Dialed Number (DN)                  |
| 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 |

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**QUESTION NO: 2 DRAG 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

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Drag and drop question. Drag the items to the proper locations

**Answer:**

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

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

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**Explanation:**

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

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

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**QUESTION NO: 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 withIVRJtapiUser.
- 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**

#### QUESTION NO: 4

Refer to the exhibit.

```
Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=144408.3062 NTID: 0 dialed number=10200 CED= ASTID=5203  
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=144408.3062 ASTID: 5203 NTID: 0 Ext: 21186  
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Router Call Key=(144408.3062)  
Trace: TelephonyDriver::ProcessCSTARoute Select: crossRefID=46863, RTRCallKey=144408.3062, label 21186 callID=50358922
```

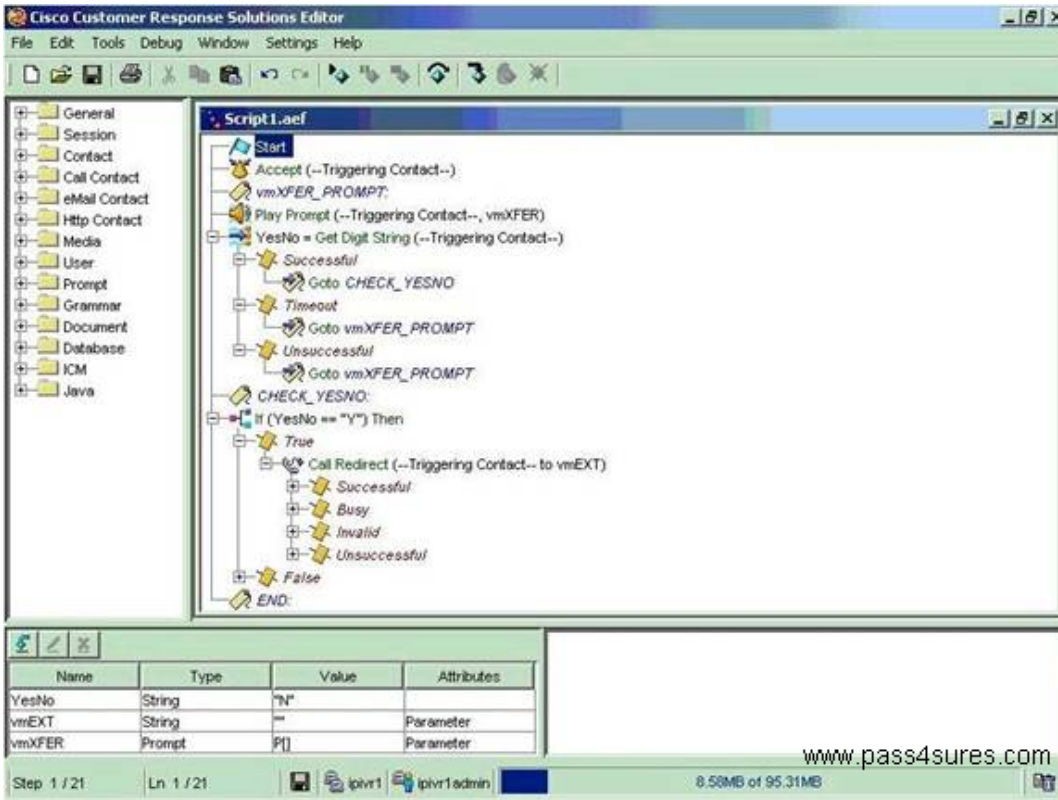
In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

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

**Answer: D**

#### QUESTION NO: 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 thevmEXT using the Call Redirect step. E. Callers will remain in queue after they leave the voice-mail message.

**Answer: A**

### QUESTION NO: 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 > CiscoCallManager > 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 > CiscoCTIManager > Debug Trace Level set to Detailed
- E. Cisco Unified Communications Manager > CM Services > Cisco CTIManager > Debug Trace Level set to Detailed

**Answer: A,E**

### QUESTION NO: 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 CommunicationsManager, 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: B,C**

### QUESTION NO: 8

Refer to the exhibit.