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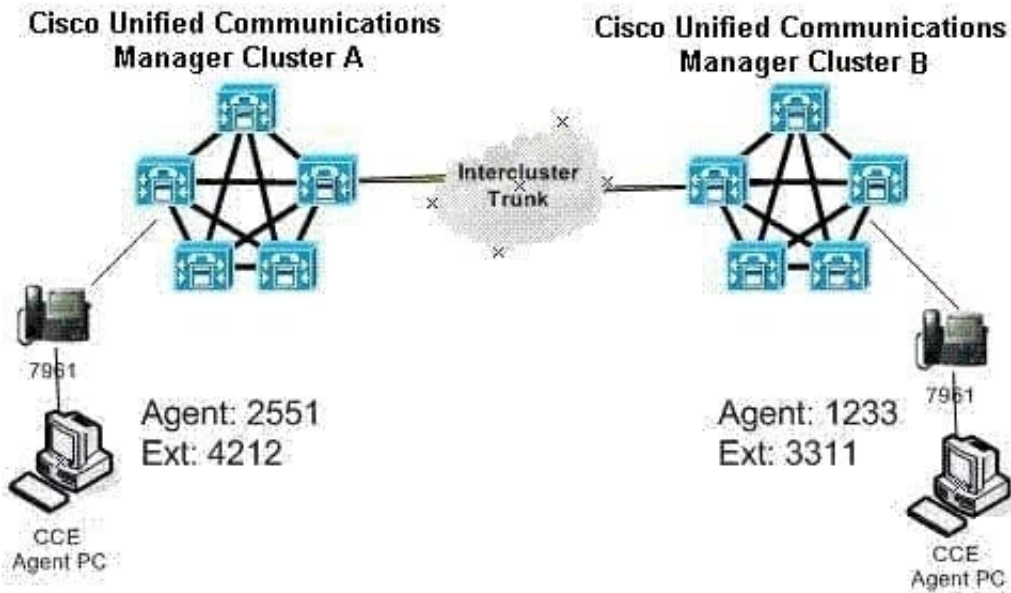
**Exam Code:**642-243

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

**Version:**Demo

### QUESTION 1

Refer to the exhibit. In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?



- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.
- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

Correct Answer: C

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### QUESTION 2

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

Select and Place:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR
MCVD
JTAPI
MARC
MEDT

Low-level Unified CM Communications
Script Editor
Cluster Framework
Archive Tool
Workflow Application Framework

Correct Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.


JTAPI
MEDT
MCVD
MARC
MIVR

### QUESTION 3

Common configuration elements occur across Cisco Contact 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.

Select and Place:

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: VR: 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

Select and Place:

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: VR: 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

Correct 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: Device Target

Cisco Unified CM: Dialed Number (DN)

Cisco Unified ICM: VRJPeripheral - Trunk Group Number

Cisco Unified ICM: Outbound Dialer Port

Cisco Unified ICM: JC Manager PG Setup - SERVICE field

#### QUESTION 4

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, calls are failing during the Translation Route to the Cisco Unified IP IVR. Review the MIVR log file and select the most possible reason for this failure.

```
124065: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Route Connection=[1001/(P1-ivrjtapi_1) GCID=(1,62)->ACTIVE]->OFFERED,
reason=6, Event= CallCtlConnOfferedEv, cause=100, metacode=128, isMaster=true
124067: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=50,implid=62/1,
inbound=true,App name=BasicQ,task=null,session=null,seq num=-1,cn=1001,dn=1001,cgn=2011,ani=null,
dnis=null,clid=null,atype=REDIRECT,lrd=8000,ocn=8000,route=TR[num=1001],TP=null
124072: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-7-UNK:Route TR[num=1001], event=CallCtlConnDisconnectedEv,
cause=Other: 17[17], meta=META_CALL_ENDING[132]
124073: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-5-CTIPG_ROUTE_EVENT:CTI Port Group route event:
Route Session=[1001/(P1-ivrjtapi_1) GCID=(1,62)->INVALID]->DISCONNECTED,Route Address=1001,
Failure reason=CTI accept timer expires after 4188 ms, end route connection,
Exception=com.cisco.lang.InterruptedExpection: No idle channels available in group 'Cisco CTI Port Group #26';
```

- A. There are not enough Sessions configured on the JTAPI Trigger configuration of the Cisco Unified IP IVR.
- B. There are not enough Channels configured in the Cisco Media Group of the Cisco Unified IP IVR.
- C. There are not enough CTI Ports configured in the CTI Port Group of the Cisco Unified IP IVR.
- D. The CTI Port\\'s Partition is not in the Calling Search Space of the JTAPI Trigger in the Cisco Unified IP IVR.

Correct Answer: C

#### QUESTION 5

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

Select and Place:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

DumpCfg

General purpose command-line debugging on Cisco Unified ICM processes

RTTest

Used to interpret an Cisco Unified ICM Call Router's events and states

OPCTest

Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)

RTRTrace

Manage various SQL Server operating parameters and create/modify databases

Procmon

Interprets a Peripheral Gateway's status and statistics

ICMDBA

Sets debug levels on an Cisco Unified ICM Call Router process

Select and Place:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

DumpCfg

General purpose command-line debugging on Cisco Unified ICM processes

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Used to interpret an Cisco Unified ICM Call Router's events and states

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RTRTrace

Manage various SQL Server operating parameters and create/modify databases

Procmon

Interprets a Peripheral Gateway's status and statistics

ICMDBA

Sets debug levels on an Cisco Unified ICM Call Router process

Correct Answer:



Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.


Procmon
RTTest
DumpCfg
ICMDBA
OPCTest
RTRTrace

#### QUESTION 6

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=1 0200 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 Route Call Key=(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)

Correct Answer: D

#### QUESTION 7

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 Answer: AE

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### QUESTION 8

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Select and Place:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label	Used to direct Routing Script execution to its active output connection
Distribute	Used to search best matches with <b>Start with first target</b> or <b>Start with Next target</b> options
Select	Used to return multiple Labels to a routing client
Route Select	Used to define the set of skill groups that can receive the contact
Skill Group	Used to allocate contacts among the targets based on current information about each target
Switch	Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Select and Place:



Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label

Used to direct Routing Script execution to its active output connection

Distribute

Used to search best matches with **Start with first target** or **Start with Next target** options

Select

Used to return multiple Labels to a routing client

Route Select

Used to define the set of skill groups that can receive the contact

Skill Group

Used to allocate contacts among the targets based on current information about each target

Switch

Used to combine the functionality of selecting targets by rules, distributing contacts to targets

Correct Answer:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Switch

Select

Divert Label

Skill Group

Distribute

Route Select

QUESTION 9

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise system, callers have reported that their calls are dropping intermittently without hearing any greetings or queue music. At times they are able to hear Cisco Unified IP IVR

prompts but are then dropped before connecting to an agent.

The Cisco Unified Communications Manager is configured as follows for this deployment:

All CTI Route Points that make requests to Cisco Unified ICM have names that start with "IPCC."




All CTI Route Points used for Cisco Unified ICM Translation Routing to the Cisco Unified IP IVR are named starting with "Trans."

All CTI Ports used by the Cisco Unified IP IVR are named starting with "CTI."

All Agent Phones are named starting with "SEP."

There is concern about how these devices are associated in the Cisco Unified Communications Manager configuration. The device associations for the PGuser and IVRuser are shown in the exhibit.

Given the problem and the current device associations, what two things might be causing these call failures? (Choose two.)

<input checked="" type="checkbox"/>		TransRtRP2	TransRtRP2	<input type="radio"/>	6001	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP3	TransRtRP3	<input type="radio"/>	6002	<input type="radio"/>	Controlled
<input checked="" type="checkbox"/>		TransRtRP4	TransRtRP4	<input type="radio"/>	6003	<input type="radio"/>	Controlled

- A. "Enable CTI Application Use" is not checked on the PGuser and IVRuser configuration options
- B. The Peripheral Gateway and Cisco Unified IP IVR do not use the PGuser nor IVRuser Cisco Unified Communications Manager user accounts
- C. CTI\_1300 and TransRtPT3 should not be associated with the PGuser Cisco Unified Communications Manager user account
- D. All devices should be associated with both the PGuser and IVRuser Cisco Unified Communications Manager user accounts
- E. The Agent IP Phone 3001 should not be associated with the IVRuser Cisco Unified Communications Manager user account
- F. The problem is not with the configuration. The Cisco Unified Communications Manager database subscription is broken on subscribers

Correct Answer: CE

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## QUESTION 10

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise call flow, the Cisco Unified IP IVR application is used to queue calls during business hours, or plays the system generated "goodbye" prompt. In testing this call flow, all callers are hearing the "goodbye" prompt, even during business hours. In order to correct this error, which Cisco Unified

IP IVR step needs to be moved in the flow shown in the exhibit?



- A. Get Enterprise Call Info step
- B. If step
- C. Play Prompt ("goodbye") step
- D. Play Prompt ("ICMStayOnline") step
- E. Label ("PlayPrompt:") step

Correct Answer: E

## QUESTION 11

Refer to the exhibit. The Cisco Unified Communications Manager Peripheral Gateway is unable to connect and activate the link to Cisco Unified Communications Manager. Review the log file from the Cisco Unified Communications Manager JTAPI Gateway. What are two possible causes of this failure to connect? (Choose two.)



```

23:09:18 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:18 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:18 unknown-jgw1 Trace: The value of JavaRunTime Options in the registry is not set
23:09:18 unknown-jgw1 Trace: starting java program main method...
23:09:19 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:19 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: Monitor Server pipe ipcc\PG1A\jgw1 Cmd Pipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: [Thread-1]ThreadAddressManager starts
23:09:19 unknown-jgw1 Trace: ThreadAddressManager::Waiting for next retry
23:09:19 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:19 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:19 unknown-jgw1 Trace: JVM Total Memory: 2031616 JVM Free Memory: 1355016 JVM Heap in Use: 676600 JVM has 66.696465% free memory
23:09:20 unknown-jgw1 Trace: getJtapiPeer returned successfully. JtapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:20 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1 (0.15) Release
23:09:20 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:20 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
23:09:20 unknown-jgw1 Trace: Not using Cisco Synchronous Observer Interface.
23:09:20 unknown-jgw1 Trace: Initializing JTAPI TraceManager.
23:09:20 unknown-jgw1 Trace: disableAll() TraceManager for CTICLIENT
23:09:20 unknown-jgw1 Trace: Calling getProvider() 10.1.78.21;login=ccm1pguserX;passwd=<***edited***>
23:09:21 unknown-jgw1 Trace: JtapiPeer.getProvider(): caught PlatformException(com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password.)
Provider could not be created.
23:09:21 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.
23:09:41 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:41 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: getJtapiPeer returned successfully. JtapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1 (0.15) Release
23:09:41 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:41 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
23:09:41 unknown-jgw1 Trace: Not using Cisco Synchronous Observer Interface.
23:09:41 unknown-jgw1 Trace: disableAll() TraceManager for CTICLIENT
23:09:41 unknown-jgw1 Trace: Calling getProvider() 10.1.78.21;login=ccm1pguserX;passwd=<***edited***>
23:09:41 unknown-jgw1 Trace: JtapiPeer.getProvider(): caught PlatformException(com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password.)
Provider could not be created.
23:09:41 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.

```

- A. The Cisco Unified Communications Manager is not reachable on the network.
- B. The JTAPI Gateway's configuration of the Cisco Unified Communications Manager Publisher IP Address is invalid.
- C. The JTAPI Gateway's configuration of the JTAPI User ID (ccm1pguserX) does not match with the Cisco Unified Communications Manager's preconfigured ID.
- D. The JTAPI Gateway version is not compatible with the Cisco Unified Communications Manager version and needs to be downloaded again from the Plug-in page in Cisco Unified Communications Manager.
- E. The Cisco Unified Communications Manager's CTI Manager service is not enabled.
- F. The JTAPI Gateway's configuration of the JTAPI User Password does not match the Cisco Unified Communications Manager's preconfigured password.

Correct Answer: CF

## QUESTION 12

Refer to the exhibit. Given the highlighted error message in the Cisco Unified ICM Call Router Log Viewer, what is the most appropriate configuration change to make to avoid the error?

ukhil113wintrb - Router Log Viewer					
File Log View Help					
Time	DN	ANI	CED	Label	Misc
04/01/2006 15:49:24	7061	2087695585	3	530	
04/01/2006 15:49:19	7060	1372379345		535	
04/01/2006 15:49:18	7100	Unknown		5021	
04/01/2006 15:49:13	7061	1590673214		5150	
04/01/2006 15:49:04	705		1	538	
04/01/2006 15:48:58	2505	5122		635	
04/01/2006 15:48:48	7061	1732361787	1	637	
04/01/2006 15:48:46	7120	Unknown	1	6221	
04/01/2006 15:48:33	7086	1904707086		5091	
04/01/2006 15:48:30	7061	Unknown		5121	
04/01/2006 15:48:04	7086	1384872624		5109	
04/01/2006 15:48:00	7041	Unknown	4	535	
04/01/2006 15:47:57	7041	1215526655	4	540	
04/01/2006 15:47:57	7061	Unknown		530	
04/01/2006 15:47:50	7061	Unknown	1	534	
04/01/2006 15:47:47	7061	Unknown		530	
04/01/2006 15:47:46	2505	5076		635	
04/01/2006 15:47:32	7060	Unknown	4	537	
04/01/2006 15:47:25	7086	1784437611		535	
04/01/2006 15:47:24	7060	Unknown		535	
04/01/2006 15:47:23	7060	1798872323	1	5068	
04/01/2006 15:47:13	7060	1483502050		535	
04/01/2006 15:47:00	7060	Unknown		535	
Time	Errors				
04/01/2006 15:04:59	No default route available for dialed number Garguan_CCM.7048 (ID 5236).				
04/01/2006 11:05:17	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
04/01/2006 10:04:08	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
04/01/2006 04:46:49	No default route available for dialed number Garguan_CCM.7045 (ID 5233).				
04/01/2006 04:33:22	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
04/01/2006 10:04:08	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
04/01/2006 04:46:49	No default route available for dialed number Garguan_CCM.7045 (ID 5233).				
04/01/2006 04:33:22	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
03/01/2006 19:47:28	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
03/01/2006 18:46:36	No default route available for dialed number Garguan_CCM.7061 (ID 5171).				
03/01/2006 15:27:57	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
03/01/2006 14:01:19	No default route available for dialed number Garguan_CCM.7078 (ID 5143).				
03/01/2006 11:33:04	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
30/12/2005 14:02:53	No default route available for dialed number Garguan_CCM.7083 (ID 5148).				
30/12/2005 11:20:17	No default route available for dialed number KWD_Aspect.674 (ID 5101).				
30/12/2005 05:05:03	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
29/12/2005 17:04:14	No default route available for dialed number KWD_Aspect.674 (ID 5101).				
29/12/2005 17:03:14	No default route available for dialed number KWD_Aspect.674 (ID 5101).				
28/12/2005 14:45:42	No default route available for dialed number Garguan_CCM.7000 (ID 5000).				
28/12/2005 12:11:36	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
28/12/2005 12:00:52	No default route available for dialed number Garguan_CCM.7084 (ID 5136).				
27/12/2005 08:12:47	No default route available for dialed number Garguan_CCM.7082 (ID 5147).				
27/12/2005 06:01:12	No default route available for dialed number Garguan_CCM.7030 (ID 5218).				
23/12/2005 12:03:20	No default route available for dialed number Garguan_CCM.7083 (ID 5148).				

- Create a Device Target and Label for the Dialed Number (CTI Route Point).
- Configure a default Label for the Dialed Number or update Cisco Unified ICM Routing Scripts to avoid "End" Nodes without Labels.
- Use a Divert Node in the Cisco Unified ICM Routing Script for that Dialed Number.
- Associate the Cisco Unified Communications Manager CTI Route Point for the Dialed Number to the JTAPI User.

Correct Answer: B