

642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

Pass Cisco 642-243 Exam with 100% Guarantee

Free Download Real Questions & Answers PDF and VCE file from:

https://www.pass2lead.com/642-243.html

100% Passing Guarantee 100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

- Instant Download After Purchase
- 100% Money Back Guarantee
- 365 Days Free Update
- 800,000+ Satisfied Customers

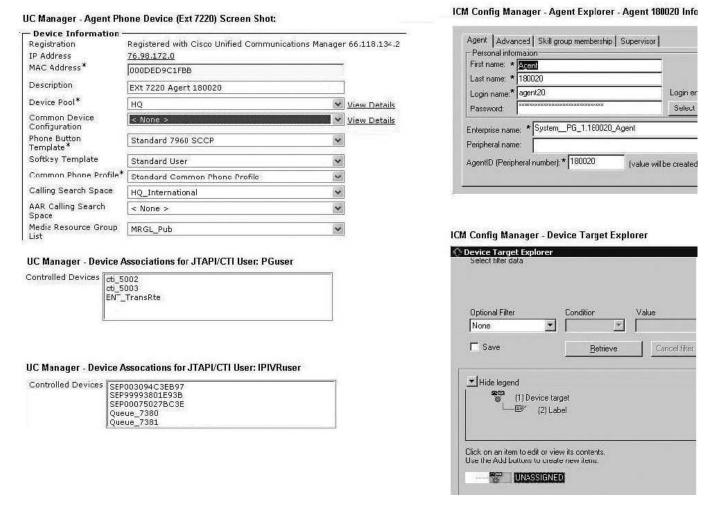




QUESTION 1

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, Agent 180020 using the Cisco Unified Communications Manager IP Phone with Extension 7220 is unable to log in to the system.

Given the configuration in the exhibit, what changes need to be made to allow this agent to log in?



A. Add the agent\\'s device (IP Phone) to the Controlled Devices for PGuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.

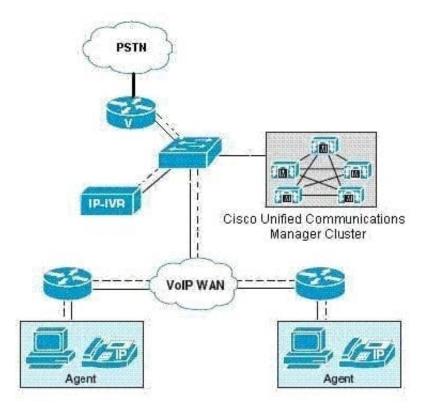
- B. Add Agent 180020 to the "Sales" skill group to allow the system to route calls to the agent.
- C. Add the agent\\'s device (IP Phone) to the Controlled Devices for IPIVRuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- D. Add the Role "Standard Presence User" to the PGuser configuration using Cisco Unified Communications Manager Administration.

Correct Answer: A

QUESTION 2



Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment using the Multi-Site Centralized call processing model, all calls come into the central site for treatment or queuing and are then transferred across the WAN to agents. In this deployment, agents have reported that they are getting stuck in a reserved state but not getting the actual call delivered to them. What is the most likely cause of this failure?



- A. There are not enough Cisco Unified IP IVR ports available to queue calls at the central site.
- B. The agents have lost connection to the centralized CTI OS Servers.
- C. The agent\\'s phone was off-hook during the transfer from the Cisco Unified IP IVR.
- D. There was not enough bandwidth for the call over the WAN, and the Cisco Unified Communications Manager\\'s Locations-based Call Admission Control rejected the call setup.

Correct Answer: D

QUESTION 3

In the Cisco Unified Contact 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.

Select and Place:

2024 Latest pass2lead 642-243 PDF and VCE dumps Download

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 evaulate 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

Select and Place:

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

Consicer If

Translation Route

A formula that must evaulate 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

Correct Answer:



2024 Latest pass2lead 642-243 PDF and VCE dumps Download

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.

	Consicer If
Select Max/Select Min Value Of	Translation Route
	Route
	A route to send the call if this target is selected

QUESTION 4

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?

2024 Latest pass2lead 642-243 PDF and VCE dumps Download

File Log View Help							
Time	DN	ANI	CED	Label	Misc		
4/01/2006 15:49:24	7061	2087695585	3	530	SANOROILO A		
04/01/2006 15:49:19	7060	1372379345		535			
4/01/2006 15:49:18	7100	Unknown		5021			
04/01/2006 15:49:13	7061	1590673214		5150			
4/01/2006 15:49:04	705		1	538			
4/01/2006 15:48:58	2505	5122		635			
4/01/2006 15:48:48	7061	1732361787	1	637			
4/01/2006 15:48:46	7120	Unknown	Í	6221			
4/01/2006 15:48:33	7086	1904707086	100	5091			
4/01/2006 15:48:30	7061	Unknown		5121			
4/01/2006 15:48:04	7086	1384872624		5109			
4/01/2006 15:48:00	7041	Unknown	A	535			
4/01/2006 15:47:57	7041	1215526655	4 4	540			
4/01/2006 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			
4/01/2006 15:47:25	7086	1784437611	4	535			
4/01/2006 15:47:24	7060	Unknown		535			
4/01/2006 15:47:23	7060	1798872323	1	5068			
04/01/2006 15:47:23	7060	1483502050	当情	535			
04/01/2006 10:47:13	7060	140302000		535			
Time	Errors	DOM:					
04/01/2006 15:04:59	No default route availab	ole for dialed number Garguan CCM, 7048	(ID 5236).				
04/01/2006 11:05:17	King distanting and a contract of the later	ole for dialed number Garguan CCM, 7084	(ID 5136)				
J47 017 2000 11,00,17	ino default foute availat	No default route available for dialed number Garquan CCM, 7030 (ID 5218).					
04/01/2006 10:04:08	No default route availab	ole for dialed number Garguan_CCM.7030) (ID 5218).				
04/01/2006 10:04:08 04/01/2006 04:46:49	No default route availat No default route availat) (ID 5218). 5 (ID 5233).				
04/01/2006 10:04:08 04/01/2006 04:46:49 04/01/2006 04:33:22	No default route availat No default route availat No default route availat	ole for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7045 Nevon dialed number Barguan_COM.7031) (ID 5218). 5 (ID 5233). (I D 5171) .				
04/01/2006 10:04:08 04/01/2006 04:46:49 04/01/2006 04:33:22 04/01/2006 10:04:08	No default route availat No default route availat No default route availat No default route availat	ole for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7045) (ID 5218). 5 (ID 5233). 6 (ID 5174). 9 (ID 5218).				
04/01/2006 10:04:08 04/01/2006 04:46:49 04/01/2006 04:46:49 04/01/2006 10:04:08 04/01/2006 04:46:49	No default route availat No default route availat No default route availat No default route availat No default route availat	ole for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7045 Na for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7030) (D 5218). 5 (D 5233). 4(D 5236). 6 (D 5218). 5 (D 5233).				
04/01/2006 10:04:08 04/01/2006 04:46:49 04/01/2006 14:38:22 04/01/2006 10:04:08 04/01/2006 04:46:49 04/01/2006 04:33:22	No default route availat No default route availat	ole for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7045 ole for dialed number Garguan_CCM.7045 ole for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7045) (D 5218), (D 5233), (D 5(71), (D 5218), (D 5233), (D 5171),				
04/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 10:04:08 14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:33:22 13/01/2006 19:47:28	No default route availat No default route availat	ole for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7045 ole for dialed number Garguan_CCM.7051 ole for dialed number Garguan_CCM.7030 ole for dialed number Garguan_CCM.7045 ole for dialed number Garguan_CCM.7051 ole for dialed number Garguan_CCM.7051)(ID 5218), (ID 5233), (ID 5233), (ID 5218), (ID 5233), (ID 5171), (ID 5171),				
04/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:33:22 14/01/2006 04:04:08 14/01/2006 04:46:49 14/01/2006 04:43:32 13/01/2006 19:47:28 13/01/2006 18:46:36	No default route availat	ole for dialed number Garguan_CCM.7030 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7030 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7051 lef for dialed number Garguan_CCM.7061 lef for dialed number Garguan_CCM.7061	(ID 5218). (ID 5233). (ID 5239). (ID 5218). (ID 5239). (ID 5171). (ID 5171). (ID 5171).				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 10:04:08 14/01/2006 00:46:49 14/01/2006 04:46:49 14/01/2006 19:47:28 13/01/2006 18:46:36 13/01/2006 15:27:57	No default route availat	ole for dialed number Garguan_CCM.7030 let for dialed number Garguan_CCM.7045 let for dialed number Garguan_CCM.7045 lote for dialed number Garguan_CCM.7030 lote for dialed number Garguan_CCM.7045 lote for dialed number Garguan_CCM.7051 let for dialed number Garguan_CCM.7051 let for dialed number Garguan_CCM.7051 lote for dialed number Garguan_CCM.7051 lote for dialed number Garguan_CCM.7051	(iD 5218). (iD 5233). (iD 5279). (iD 5218). (iD 5233). (iD 5171). (iD 5171). (iD 5171).				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:33:22 13/01/2006 19:47:28 13/01/2006 19:47:57 13/01/2006 15:27:57	No default route availat	ole for dialed number Garguan_CCM.7030 Jole for dialed number Garguan_CCM.7045 Jole for dialed number Garguan_CCM.7045 Jole for dialed number Garguan_CCM.7030 Jole for dialed number Garguan_CCM.7045 Jole for dialed number Garguan_CCM.7061 Jole for dialed number Garguan_CCM.7061 Jole for dialed number Garguan_CCM.7061 Jole for dialed number Garguan_CCM.7084 Jole for dialed number Garguan_CCM.7084 Jole for dialed number Garguan_CCM.7084	(ID 5218), (ID 5233), (IO 5161), (ID 5218), (ID 5233), (ID 5171), (ID 5171), (ID 5177), (ID 5173), (ID 5143),				
14/01/2006 10:04:08 4/01/2006 04:46:49 M/01/2006 04:46:49 M/01/2006 10:04:08 4/01/2006 04:46:49 4/01/2006 04:46:39 3/01/2006 19:47:28 3/01/2006 19:47:28 3/01/2006 15:27:57 3/01/2006 15:27:57 3/01/2006 15:33:04	No default route availat	ole for dialed number Garguan_CCM.7030 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7050 lef for dialed number Garguan_CCM.7050 lef for dialed number Garguan_CCM.7050 lef for dialed number Garguan_CCM.7061 lef for dialed number Garguan_CCM.7061 lef for dialed number Garguan_CCM.7061 lef for dialed number Garguan_CCM.7070	(ID 5218). (ID 5233). (ID 5233). (ID 5218). (ID 5233). (ID 5171). (ID 5171). (ID 5171). (ID 5136). (ID 5136). (ID 5136).				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:53:22 13/01/2006 18:47:28 13/01/2006 18:27:57 13/01/2006 15:27:57 13/01/2006 11:33:04 10/01/2006 11:33:04	No default route availat	ole for dialed number Garguan_CCM.7030 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7030 lef for dialed number Garguan_CCM.7030 lef for dialed number Garguan_CCM.7045 lef for dialed number Garguan_CCM.7061 lef for dialed number Garguan_CCM.7061 lef for dialed number Garguan_CCM.7081 lef for dialed number Garguan_CCM.7084	(ID 5218). (ID 5233). (ID 5238). (ID 5218). (ID 5233). (ID 5171). (ID 5171). (ID 5171). (ID 5174). (ID 5136). (ID 5143). (ID 5143). (ID 5148).				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 19:37:28 13/01/2006 18:46:36 13/01/2006 15:27:57 13/01/2006 14:01:19 13/01/2006 11:33:04 10/12/2005 14:02:53 10/12/2005 11:20:17	No default route availat	ole for dialed number Garguan_CCM.7030 let for dialed number Garguan_CCM.7048 let for dialed number Garguan_CCM.7048 lote for dialed number Garguan_CCM.7050 lote for dialed number Garguan_CCM.7051 lote for dialed number Garguan_CCM.7078 lote for dialed number Garguan_CCM.7078 lote for dialed number Garguan_CCM.7084 lote for dialed number Garguan_CCM.7083 lote for dialed number Garguan_CCM.7083	(iD 5218). (iD 5233). (iD 5233). (iD 5218). (iD 5233). (iD 5171). (iD 5171). (iD 5171). (iD 5136). (iD 5136). (iD 5136). (iD 5136). (iD 5136).				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:93:22 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:39 13/01/2006 18:46:36 13/01/2006 18:46:36 13/01/2006 11:20:75 13/01/2006 11:33:04 10/12/2005 14:02:53 10/12/2005 14:02:53 10/12/2005 14:02:53 10/12/2005 14:02:53 10/12/2005 14:02:53 10/12/2005 14:02:53 10/12/2005 14:02:53 10/12/2005 14:02:53	No default route availat	ple for dialed number Garguan_CCM.7030 ple for dialed number Garguan_CCM.7045 ple for dialed number Garguan_CCM.7061 ple for dialed number Garguan_CCM.7061 ple for dialed number Garguan_CCM.7076 ple for dialed number Garguan_CCM.7084	(ID 5218), (ID 5233), (ID 5233), (ID 5218), (ID 5233), (ID 5171), (ID 5171), (ID 5171), (ID 5136), (ID 5136), (ID 5136), (ID 5148), (ID 5148), (ID 5148), (ID 5148), (ID 5148), (ID 5148), (ID 5148),				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:36 13/01/2006 18:46:36 13/01/2006 15:27:57 13/01/2006 11:01:19 13/01/2006 11:01:19 13/01/2006 11:01:19 13/01/2006 11:01:19 13/01/2005 11:00:17 10/12/2005 11:00:17 10/12/2005 11:00:17 10/12/2005 11:00:17 10/12/2005 11:00:17 10/12/2005 11:00:17	No default route availat	ole for dialed number Garguan_CCM.7030 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7050 ble for dialed number Garguan_CCM.7050 ble for dialed number Garguan_CCM.7051 ble for dialed number Garguan_CCM.7051 ble for dialed number Garguan_CCM.7051 ble for dialed number Garguan_CCM.7050 ble for dialed number Garguan_CCM.70704 ble for dialed number Garguan_CCM.70704 ble for dialed number Garguan_CCM.70704 ble for dialed number Garguan_CCM.707050 ble for dialed number Garguan_CCM.7083 ble for dialed number KWD_Aspect.674 [I ble for dialed	(ID 5218). (ID 5233). (ID 5233). (ID 5218). (ID 5233). (ID 5171). (ID 5171). (ID 5171). (ID 5136). (ID 5136). (ID 5143). (ID 5148). (ID 5148). (ID 5148). (ID 5148). (ID 5148).				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 18:46:36 13/01/2006 18:46:36 13/01/2006 18:27:57 13/01/2006 18:46:36 13/01/2006 18:06:36 13/01/2006 18:06:36 13/01/2006 18:06:36 13/01/2005 18:06:53 10/12/2005 11:20:17 10/12/2005 07:06:03 19/12/2005 17:04:14 19/12/2005 17:03:14	No default route availat	ble for dialed number Garguan_CCM.7030 ble for dialed number Garguan_CCM.7046 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7050 ble for dialed number Garguan_CCM.7051 ble for dialed number Garguan_CCM.7052 ble for dialed number Garguan_CCM.7053 ble for dialed number KWD_Aspect.674 [1]	(iD 5218), (iD 5233), (iD 5233), (iD 5218), (iD 5233), (iD 5171), (iD 5171), (iD 5171), (iD 5136), (iD 5143), (iD 5136), (iD 5161), (iD 5101), (iD 5101), (iD 5101), (iD 5101), (iD 5101),				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 10:04:08 14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 10:40:32 13/01/2006 18:46:36 13/01/2006 18:46:36 13/01/2006 15:27:57 13/01/2006 11:33:04 10/12/2005 14:01:53 10/12/2005 11:20:17 10/12/2005 11:20:17 10/12/2005 17:04:14 19/12/2005 17:04:14 19/12/2005 14:45:42	No default route availat No default route avai	ble for dialed number Garguan_CCM.7030 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7051 ble for dialed number Garguan_CCM.7051 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7084 ble for dialed number Garguan_CCM.7084 ble for dialed number Garguan_CCM.7086 ble for dialed number Garguan_CCM.7080 ble for dialed number Garguan_CCM.7030 ble for dialed number Garguan_CCM.7030 ble for dialed number KWD_Aspect.674 [I] ble for dialed number Garguan_CCM.7000	(iD 5218), (iD 5233), (iD 523), (iD 523), (iD 5233), (iD 5171), (iD 5171), (iD 5171), (iD 5136), (iD 5148), (iD 5148), 0 5101), 0 5101), 0 5101), 0 5101), 0 5101), 0 5101), 0 5101), 0 5101),				
14/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 18:46:36 13/01/2006 18:46:36 13/01/2006 18:46:36 13/01/2006 11:20:757 13/01/2006 11:33:04 10/12/2005 14:01:19 13/01/2005 11:20:17 10/12/2005 11:20:17 10/12/2005 15:05:03 19/12/2005 17:04:14 19/12/2005 14:03:14 18/12/2005 14:45:42 18/12/2005 12:11:36	No default route availat No default route avai	ble for dialed number Garguan_CCM.7030 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7053 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7061 ble for dialed number Garguan_CCM.7061 ble for dialed number Garguan_CCM.7061 ble for dialed number Garguan_CCM.70761 ble for dialed number Garguan_CCM.7078 ble for dialed number Garguan_CCM.7083	(ID 5218), (ID 5233), (ID 5233), (ID 5239), (ID 5171), (ID 5171), (ID 5171), (ID 5171), (ID 5136), (ID 5136), (ID 5148), (ID 5148), (ID 5148), (ID 5011), (ID 5218), (ID 5101), (ID 5136),				
04/01/2006 10:04:08 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:49 14/01/2006 04:46:38 13/01/2006 18:47:28 13/01/2006 18:47:28 13/01/2006 18:40:36 13/01/2006 18:27:57 13/01/2006 18:20:55 13/01/2006 11:30:04 13/01/2005 11:20:17 13/01/2005 11:00:17 13/01/2005 11:00:17 13/01/2005 11:00:17 13/01/2005 11:00:17 13/01/2005 11:00:17 13/01/2005 11:00:17 13/01/2005 11:00:17 13/01/2/2005 11:00:17 13/01/2/2005 11:00:17 13/01/2/2005 11:00:17 13/01/2/2005 11:00:17 13/01/2/2005 11:00:17 13/01/2/2005 11:00:17	No default route availat	ole for dialed number Garguan_CCM.7030 lole for dialed number Garguan_CCM.7045 lole for dialed number Garguan_CCM.7045 lole for dialed number Garguan_CCM.7045 lole for dialed number Garguan_CCM.7053 lole for dialed number Garguan_CCM.7051 lole for dialed number Garguan_CCM.7051 lole for dialed number Garguan_CCM.7061 lole for dialed number Garguan_CCM.7061 lole for dialed number Garguan_CCM.7078 lole for dialed number Garguan_CCM.7078 lole for dialed number Garguan_CCM.7083 lole for dialed number Garguan_CCM.7084 lole for dialed number Garguan_CCM.7084 lole for dialed number Garguan_CCM.7084	(iD 5218). (iD 5233). (iD 5233). (iD 5238). (iD 5238). (iD 5171). (iD 5136). (iD 5143). (iD 5143). (iD 5148). (iD 5148). (iD 5148). (iD 5148). (iD 5161). (iD 5161). (iD 5161). (iD 5161). (iD 5160). (iD 5160). (iD 5160). (iD 5160). (iD 5160). (iD 5136).				
04/01/2006 10:04:08 04/01/2006 04:46:49 04/01/2006 04:46:22 04/01/2006 10:04:08 04/01/2006 04:46:49	No default route availat No default route avai	ble for dialed number Garguan_CCM.7030 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7053 ble for dialed number Garguan_CCM.7045 ble for dialed number Garguan_CCM.7061 ble for dialed number Garguan_CCM.7061 ble for dialed number Garguan_CCM.7061 ble for dialed number Garguan_CCM.70761 ble for dialed number Garguan_CCM.7078 ble for dialed number Garguan_CCM.7083	(ID 5218). (ID 5223). (ID 5233). (ID 5233). (ID 5233). (ID 5171). (ID 5171). (ID 5171). (ID 5171). (ID 5174). (ID 5174). (ID 5171). (ID 5171). (ID 5171). (ID 5136). (ID 5148). D 5101). D 5101). D 5101). D 5101). (ID 5218). D 5101). (ID 5386).				

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

Correct Answer: B

QUESTION 5

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 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.



2024 Latest pass2lead 642-243 PDF and VCE dumps Download

- 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 Answer: CE

Latest 642-243 Dumps

642-243 Practice Test

642-243 Braindumps