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Unified Contact Center Enterprise Support Exam

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QUESTION 1

In the Cisco Unified Contact Center Enterprise system, which of these steps will enable JTAPI tracing for the Cisco Unified IP IVR/CRS Server?

A. IP-IVR JTAPI traces are enabled during installation by default with IP-IVR/CRS 4.X and higher.

B. Enable debugging from the IP-IVR/CRS Application Administration System > Tracing > CRS Engine > Subsystems > SS_Tel and SS_ICM.

C. In the IP-IVR/CRS Server - Start Programs > CiscoJTAPI > Cisco Unified Communications JTAPI Preference.

D. JTAPI tracing is handled by the Cisco Unified Communications Manager so JTAPI tracing is enabled by activating the CTI Manager tracing.

Correct Answer: C

QUESTION 2

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 SS_ICM

B. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_JTAPI and SS_ICM

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 MIVR trace Debug level for LIB_ICM

E. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_JTAPI

Correct Answer: ACD

QUESTION 3

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 4

In a Cisco Unified Contact Center Enterprise deployment, which three traces would you apply for a Cisco Unified
Communications Manager PIM in the Cisco Unified ICM PROCMON tool? (Choose three.)

A. trace *low* /on

B. trace csta* /on

C. trace *event /on

D. trace closedcalls /on

E. trace precall /on

F. trace routing /on

Correct Answer: BCE

QUESTION 5

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		Usec to search best matches with **Start with first target** or **Start with Next target** options
Select		Used to return mutiple 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.

Left	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.

Left	Right
	Switch
	Select
	Divert Label
	Skill Group
	Distribute
	Route Select

QUESTION 6

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

Select and Place:

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

OPCTest		Converts binary logs to human readable format
RTTest		Tests agent state and call control methods
CTITest		Enables or disables Tracing on Cisco Unified ICM Call Router
Dumplog		Checks status of the Cisco Unified ICM Call Router Process
RTRTrace		Checks status of multiple Peripherals on a Peripheral Gateway

Select and Place:

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Correct Answer:

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

	Dumplog
	CTITest
	RTRTrace
	R Test
	OPCTest

QUESTION 7

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.)

☑	TransRtRP2	TransRtRP2	○	6001	○	Controlled
☑	TransRtRP3	TransRtRP3	○	6002	○	Controlled
☑	TransRtRP4	TransRtRP4	○	6003	○	Controlled

A. "Enable CTI Application Use" is not checked on the PGuser and IVRuser configurationoptions

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

QUESTION 8

Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

Select and Place:

Select and Place:

Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

Tools (left)	Functions (right)
Dial Number Analyzer	Displays Application, Security, and System Logs
Real-Time Monitoring Tool	Monitors preconfigured management objects and generates alerts
DBLhelper	Validates call path (CTI RP, DN, Phone, Route Pattern, or Translation Patterns)
EventViewer	Checks Database Replication on Publisher within a Cisco Unified Communications Manager cluster
Windows Performance Monitor	Monitors Windows Operating System and Cisco Unified Communications Manager counters and stats

Correct Answer:

Drag and drop the Cisco Unified Communications Manager tool on the left to its function on the right.

	Functions (right)
	EventViewer
	Real-Time Monitoring Tool
	Dial Number Analyzer
	DBLhelper
	Windows Performance Monitor

QUESTION 9

Refer to the exhibit. Calls in a Cisco Unified Contact Center Enterprise system are failing when the system attempts to queue the calls on the Cisco Unified IP IVR. A VRUCAP file was captured from the failed call. Based on this log file, what are the possible causes for the call failing?

```
Service ID: (1) 00000001
ANI: 1998
UUI: 3537
Called Number: 9091
DNIS: 9091
22:43:44.822: P G->VRU: Service Control Message (= Message Type 47); Message Length 60 bytes
 Run Script Req (= Subtype 7); Dialogue ID: (250) 000000fa;
   SendSeqNo: (1)00000001
   Invoke ID: (1) 00000001
   Script Name: NoAgents.aef
   Script Configuration:
   ANI: 1998
   CED:
   Call Variable 1:
   Call Variable 2:
   Call Variable 3:
   Call Variable 4:
   Call Variable 5:
   Call Variable 6:
   Call Variable 7:
   Call Variable 8:
   Call Variable 9:
   Call Variable 10:
22:43:44.837: VRU->P G: Service Control Message (= Message Type 47); Message Length 20 bytes
 Dialogue Failure Conf (= Subtype 11); DialogueID: (250) 000000fa;
   SendSeqNo: (2)00000002
   Invoke ID: (1) 00000001
   Error Code: The Script ID Specified is invalid or unknown (29)
```

A. The DNIS 9091 is not configured as a JTAPI Application for the Cisco Unified IP IVR.

B. The GED-125 Service Control Interface does not support Subtype 7 as part of a routing dialog.

C. The IP-IVR Script "NoAgents.aef" does not exist.

D. The Cisco Unified IP IVR Script "NoAgents.aef" is missing an "Accept Contact" step in the workflow.

E. The Cisco Unified IP IVR ICM Service is out of service and needs to be restarted.

Correct Answer: C

QUESTION 10

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.

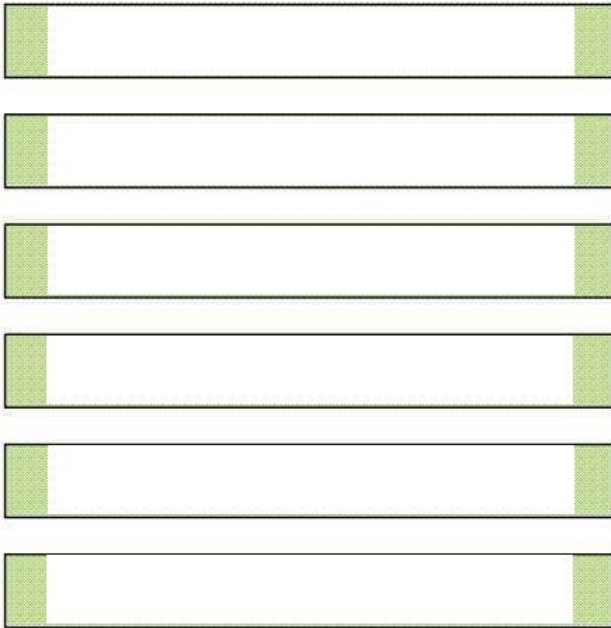| DumpCfg | | General purpose command-line debugging on Cisco Unified ICM processes |
RTTest		Used to intrepet an Cisco Unified ICM Call Router's events and states
OPCTest		Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)
RTRTrace		Manage various SQL Server 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
RTTest		Used to intrepet 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

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

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