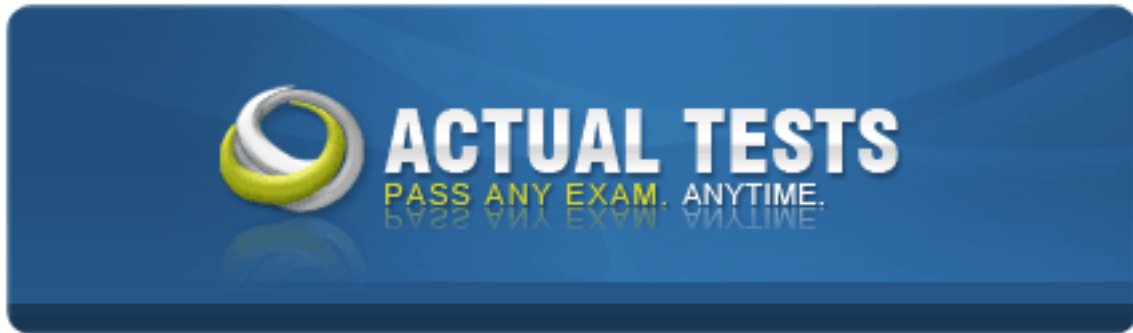


Cisco 642-467



**Integrating Cisco Unified Communications
Applications v8.0 (CAPPS v8.0)**

Version: 37.1

QUESTION NO: 1

Refer to the exhibit.

```
!  
dial-peer voice 4100 voip  
  destination-pattern 4100  
  session target ipv4:10.1.131.2  
  codec g711ulaw  
  no vad  
!
```

When users try to access the voice-mail system, they hear a fast busy tone. In which two ways does the configuration need to be modified in order to allow calls to reach Cisco Unity Express? (Choose two)

- A. The dial peer needs to be a POTS dial peer and needs to use a fully qualified E.164 number.
- B. The command dtmf-relay sip-notify needs to be added to the dial peer.
- C. The vad statement needs to be removed.
- D. The command session protocol sipv2 needs to be added to the dial peer.
- E. The codec type statement needs to be removed.
- F. The command codec transparent needs to be added to the dial peer.

Answer: B,D

Explanation:

QUESTION NO: 2

Which four of the following are required to be defined when configuring a SIP trunk to Cisco Unified Presence? (Choose four.)

- A. Presence Group
- B. Device Name
- C. Location
- D. SIP Trunk Security Profile
- E. Device Pool
- F. Packet Capture Mode
- G. SIP Profile
- H. DTMF Signal Method

Answer: B,D,E,G

Explanation:

Reference, Student Book 5-83 (Vol. 3)

QUESTION NO: 3

When making changes to the Cisco Unified Presence Application Listeners, which step must be taken after the configuration changes are made?

- A. Manually restart the Cisco SIP Proxy Server.
- B. Manually restart the Application Listener.
- C. Manually restart the Cisco Unified Presence Service.
- D. Manually restart the Cisco Unified Communications Manager Services.
- E. No action is required.

Answer: A

Explanation:

QUESTION NO: 4

Which two of the following protocols can be used to integrate Cisco Unity Connection with Cisco Unified Communications Manager? (Choose two.)

- A. H.323
- B. SIP
- C. MGCP
- D. SCCP
- E. OSPF
- F. BGP

Answer: B,D

Explanation:

QUESTION NO: 5

Which three components are necessary to import users into Cisco Unity Express from Cisco Unified Communications Manager Express? (Choose three.)

- A. Cisco Unified Communications Manager CLI administrator username and password
- B. IP address of the Cisco Unified Communications Manager Express device
- C. end users configured in the Cisco Unified Communications Manager Express database
- D. Cisco Unified Communications Manager web administrator user login
- E. JTAPI username and password

Answer: B,C,D

Explanation:

QUESTION NO: 6

Which of the following methods can be used to view a VPIM trace on the Cisco Unity Express module?

- A. GUI
- B. CLI
- C. GUI and CLI
- D. Cisco Unified RTMT

Answer: B

Explanation:

QUESTION NO: 7

What is the procedure for importing users from Cisco Unified Communications Manager Express into Cisco Unity Express?

- A. Create the username and password in Cisco Unified Communications Manager Express, configure Cisco Unity Express with the CLI administrator username and password, and use the CLI synchronization command under telephony-services to import as many users as are supported by Cisco Unified Communications Manager Express.
- B. Create the username and password in Cisco Unified Communications Manager Express, configure Cisco Unity Express with the web administrator username and password, and click Synchronize Information under the Administration menu to import as many users as are supported by Cisco Unified Communications Manager Express.
- C. Create the username and password in Cisco Unified Communications Manager Express, configure Cisco Unity Express with the CLI administrator username and password, and use the CLI synchronization command under telephony-services to import up to 200 users from Cisco Unified Communications Manager Express.
- D. Create the username and password in Cisco Unified Communications Manager Express, configure Cisco Unity Express with the web administrator username and password, and click

Synchronize Information under the Administration menu to import up to 100 users from Cisco Unified Communications Manager Express.

E. Create the username and password in Cisco Unified Communications Manager Express, configure Cisco Unity Express with the web administrator username and password, and click Synchronize Information under the Administration menu to import up to 200 users from Cisco Unified Communications Manager Express.

Answer: E

Explanation:

Reference, Student Book 3-95 (Vol. 2)

QUESTION NO: 8

When configuring Cisco Unified Communications Manager to integrate with Cisco Unified Presence, as which entity is the Cisco Unified Presence server defined?

- A.** media resource
- B.** application server
- C.** remote destination
- D.** intercompany media service
- E.** geolocation

Answer: B

Explanation:

QUESTION NO: 9

Which three of the following Cisco Unified Presence services must be activated manually in order for Cisco Unified Presence to operate? (Choose three.)

- A.** Cisco UP Sync Agent
- B.** Cisco UP XCP Directory Service
- C.** Cisco UP Config Agent
- D.** Cisco UP Presence Engine
- E.** Cisco UP OAM Agent
- F.** Cisco UP SIP Proxy
- G.** Cisco UP XCP Router
- H.** Cisco UP Client Profile Agent

Answer: A,D,F

Explanation:**QUESTION NO: 10**

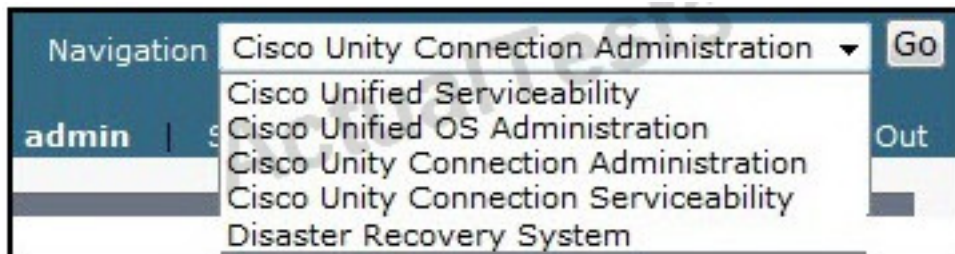
A user is attempting to enter a Call Forward All destination of 00497473263, but after the digit "9" is entered, the system believes that all the digits have been entered and that the Call Forward All destination is 0049. Which system component is most likely misconfigured?

- A. Gateway that is used for Call Forward All calls
- B. Route List that is used for PSTN calls
- C. Route Group that is used for PSTN calls
- D. Route Pattern that is used for PSTN calls
- E. The IP phone does not have access to the partition that is used for PSTN calls

Answer: D

Explanation:**QUESTION NO: 11**

Refer to the exhibit.



When configuring Cisco Unity Connection for LDAP integration, where is the Cisco DirSync service activated for Cisco Unity Connection?

- A. Cisco Unity Connection Administration
- B. Cisco Unified Serviceability
- C. Cisco Unified OS Administration
- D. Cisco Unity Connection Administration
- E. Cisco Unity Connection Serviceability
- F. Disaster Recovery System

Answer: B

Explanation:

QUESTION NO: 12

Cisco Unified Communications Manager SIP integration with Cisco Unity Connection requires which configuration component to connect to voice mail?

- A.** Route Pattern
- B.** Hunt Group
- C.** Route Group
- D.** Hunt Pilot
- E.** Trunk Group

Answer: A

Explanation:

QUESTION NO: 13

The CEO of a company does not want external callers to be able to dial him directly through the Cisco Unity Connection directory search. Which of the following methods is the best way to accomplish this?

- A.** Do not activate the CEO as a Cisco Unity Connection subscriber.
- B.** Configure a directory call handler that blocks all transfers.
- C.** Configure a directory handler that uses a partition and calling search space to allow calls to everyone except to the CEO.
- D.** Use the preconfigured partition and calling search space. No other configuration is necessary.
- E.** Configure a restricted partition and assign it to the CEO. Create a directory call handler for external users with a search scope that does not contain the CEO partition.

Answer: E

Explanation:

QUESTION NO: 14

Refer to the exhibits.

Edit VPIM Location
Display name*
Dial ID*
Partition
Search Scope
SMTP Domain Name*
IP Address*
Recorded Name
Prefixes
Remote phone prefix
Cisco Connection phone prefix

Edit VPIM Location
Display name*
Dial ID*
Partition
Search Scope
SMTP Domain Name*
IP Address*
Recorded Name
Prefixes
Remote phone prefix
Cisco Connection phone prefix

An administrator configured VPIM networking between a Cisco Unity Connection (cue) and Cisco Unity Express (cue) as shown in the exhibits. Which of the following statements is true?

- A. The VPIM configuration is correct.
- B. The VPIM configuration is incorrect. The VPIM Location for Dial ID 101 is not needed.
- C. The VPIM configuration is incorrect. The VPIM Location for Dial ID 102 is not needed.
- D. The configuration is missing the remote phone prefix on both systems.

Answer: B

Explanation:

QUESTION NO: 15

With which client is the MWI synchronized with an IP phone after an email that contains a voice message is opened and the voice message is listened to?

- A. IMAP
- B. SMS
- C. Exchange
- D. POP3
- E. MMS

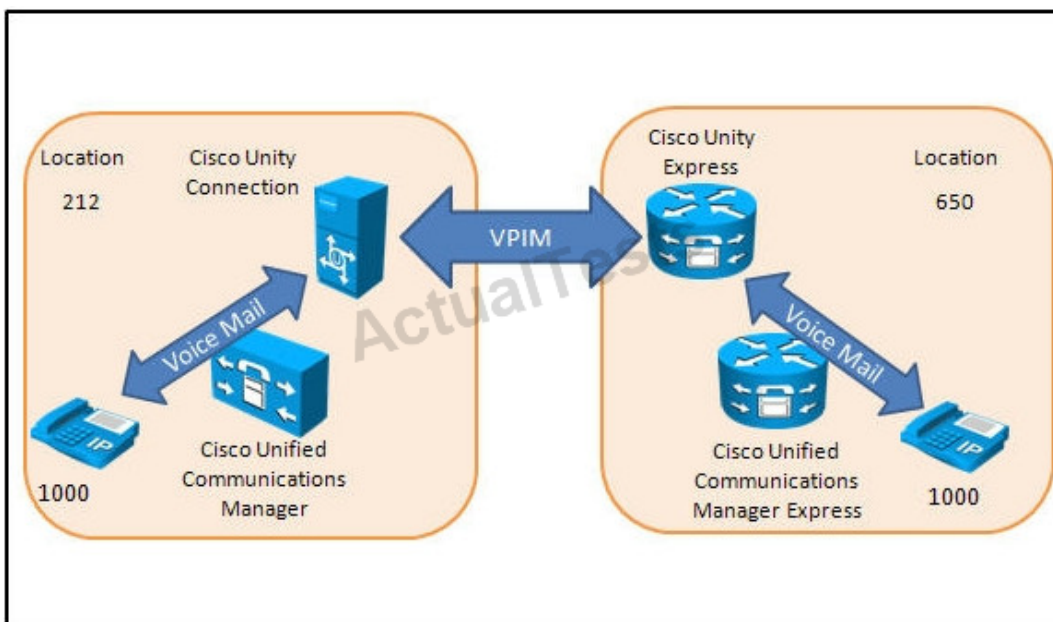
Answer: A

Explanation: There is no Exchange just IMAP

StudentGuide Volume 2 Page 3-15

QUESTION NO: 16

Refer to the exhibit.



When the Cisco Unity Connection and Cisco Unity Express systems are networked together using VPIM, which of the following statements is true?

- A. The message exchange between the two systems will fail due to overlapping extensions.

- B.** The message exchange between the two systems will succeed because the location IDs are unique.
- C.** The message exchange between the two systems will fail because the location IDs should be using names instead of digits.
- D.** The message exchange between the two systems will succeed as long as the number of digits for the location ID is less than the number of digits used for the extensions.

Answer: B

Explanation:

QUESTION NO: 17

What is required on the Cisco Unified Presence server, when integrating Cisco Unified Presence with Cisco Unity Connection, in order for users to be allowed to view, play, sort, and delete voicemail messages?

- A.** H.323 trunk
- B.** XMPP connection
- C.** SIP trunk
- D.** AXL configuration
- E.** Voicemail Profile

Answer: E

Explanation:

QUESTION NO: 18

Which tool is used to help determine the scale and performance of a Cisco Unified Presence multicluster deployment?

- A.** Presence User Profile
- B.** Presence Capacity Planning Tool
- C.** Cisco Unified Real Time Monitoring Tool
- D.** Cisco Unified Presence Serviceability
- E.** Cisco Unified Serviceability

Answer: A

Explanation: StudentGuide Volume 3 Page 5-50

QUESTION NO: 19

Refer to the exhibit.

```

19:03:12.009 |map_i_call 9
19:03:12.009 |Calling cb NOT handled.
19:03:24.121 |Got Buffer (388) <route from='cm-1_jsmcp-1_xmppd-1@cm-1_jsmcp-1.cup-1/B4216880F' to='mblack@jsm-
1.cup-1/A2D11298'><presence from='mblack@cisco.com/cucsf87397' id='Ejbs2-129'
to='mblack@cisco.com/composed'><show>dnd</show><presence entity='sip:mblack@cisco.com'
xmlns='urn:ietf:params:xml:ns:pidf'><person
id='mblack'><activities><dnd/></activities><class>manual</class></person></presence></route>
19:03:24.121 |DELIVER: type:8, host:jsm-1.cup-1, packet:<route from='cm-1_jsmcp-1_xmppd-1@cm-1_jsmcp-1.cup-
1/B4216880F' to='mblack@jsm-1.cup-1/A2D11298'><presence from='mblack@cisco.com/cucsf87397' id='Ejbs2-129'
to='mblack@cisco.com/composed'><show>dnd</show><presence entity='sip:mblack@cisco.com'
xmlns='urn:ietf:params:xml:ns:pidf'><person
id='mblack'><activities><dnd/></activities><class>manual</class></person></presence></route>

```

Which Cisco Unified Personal Communicator status has the user selected?

- A. Available
- B. Do Not Disturb
- C. Away
- D. In a Meeting
- E. Out of Office

Answer: B

Explanation:

QUESTION NO: 20

When using integrated messaging with Cisco Unity Express, which capability is available to the end user?

- A. The ability to create, send, or reply to voice-mail messages from the email client.
- B. The ability to delete voice-mail messages or to mark them as read or unread, as they would for email messages
- C. The ability to only mark voice-mail messages as read or unread, as they would for email messages.
- D. The ability to create, send, delete, or reply to voice-mail messages from the email client.

Answer: B

Explanation:

QUESTION NO: 21

When configuring a new Cisco Unified Personal Communicator device, which device type should be configured in Cisco Unified Communications Manager when using Cisco Unified Personal Communicator 8.X?

- A. Cisco Unified Personal Communicator
- B. Cisco IP SoftPhone
- C. Cisco IP Communicator
- D. Cisco Unified Client Services Framework
- E. It depends on the IP phone that is associated to the Cisco IP SoftPhone

Answer: D

Explanation: StudentGuide Volume 3 Page 5-118

QUESTION NO: 22

Which methods can be used to change the name of a file that contains a new set of auto-attendant prompts?

- A. AvT, CLI, and GUI
- B. AvT and TUI
- C. CLI, GUI, and TUI
- D. CLI and GUI

Answer: D

Explanation:

QUESTION NO: 23

Which of the following services must be restarted in Cisco Unity Connection Serviceability once you configure the SMTP server?

- A. Connection Conversation Manager
- B. Connection Mixer
- C. Connection SNMP Agent
- D. Connection Administration
- E. No services need to be restarted

Answer: A

Explanation: StudentGuide Volume 2 Page 4-31

QUESTION NO: 24

How does a notification profile use cascading settings?

- A.** Cascading settings send incremental messages to each member of the group in a sequential manner as soon as the initial message is received.
- B.** Cascading settings send a new message to a separate notification group upon receiving a new message.
- C.** Cascading settings allow a single message to be sent to all the members of a notification profile and any additional cascaded notification groups simultaneously.
- D.** Cascading settings allow additional message notifications to be sent, after a configured time delay, to a widening circle of recipients.

Answer: D

Explanation: StudentGuide Volume 3 Page 3-103

QUESTION NO: 25

When manually configuring users in Cisco Unity Connection, what is the most efficient way of adding the user to the system?

- A.** COBRAS
- B.** Cisco Unity user templates
- C.** Microsoft Active Directory
- D.** Cisco Unity Migration
- E.** LDAP

Answer: B

Explanation:

QUESTION NO: 26

In the Chat feature in Cisco Unified Presence, which protocol is used for communication between clients?

- A. XMPP
- B. XCP
- C. IRC
- D. XCPP
- E. XMMP

Answer: A

Explanation:

QUESTION NO: 27

In order for Cisco Unified Presence to show the presence status of an IP phone, which two configuration steps must be completed in the Cisco Unified Communications Manager server? (Choose two.)

- A. Check the Allow Presence Status check box.
- B. Associate the end device with the user.
- C. Allow the SIP publish trunk to forward presence status messages.
- D. Associate the directory number with the user.
- E. Enable Cisco Unified Personal Communicator Status flag

Answer: B,D

Explanation:

Reference, Student Book 5-80 (Vol. 3)

Not correct:

Allow Presence Status does not exist.

StudentGuide Volume 3 Page 5-81

QUESTION NO: 28

Which tool is helpful in obtaining Cisco Unified Personal Communicator log files that can be sent to Cisco TAC for troubleshooting assistance?

- A. Cisco Unified RTMT
- B. Cisco Unified Presence System Troubleshooter
- C. Cisco Unified Presence Viewer
- D. Problem Reporting Tool
- E. Cisco Unified Personal Communicator Viewer

Answer: D

Explanation:

QUESTION NO: 29

Refer to the exhibit.

Configure
Network Locations

Apply

Note: You must specify a local location ID to enable voice mail networking.

Local Location ID: 101 [View Location Profile](#)

Locations

Add Delete

Showing 1-2 of 2 10 per page Go

☐	Location ID	Location Name	Abbreviation	Domain Name
☐	101	Branch CUE	Br101	10.1.4.3
☐	102	HQ CUC	HQ	10.1.1.3

Page 1 of 1

Which of the following VPIM configurations should be performed on Cisco Unity Connection for VPIM interworking between the two voice-mail systems?

- A. VPIM Location for Dial ID 101
- B. VPIM Location for Dial ID 102
- C. VPIM Location for both Dial ID 101 and 102
- D. None, if you enable blind addressing on Cisco Unity Connection.

Answer: A

Explanation:

QUESTION NO: 30

What are two ways that a Cisco Unity Connection system can dispose of transferred calls? (Choose two.)

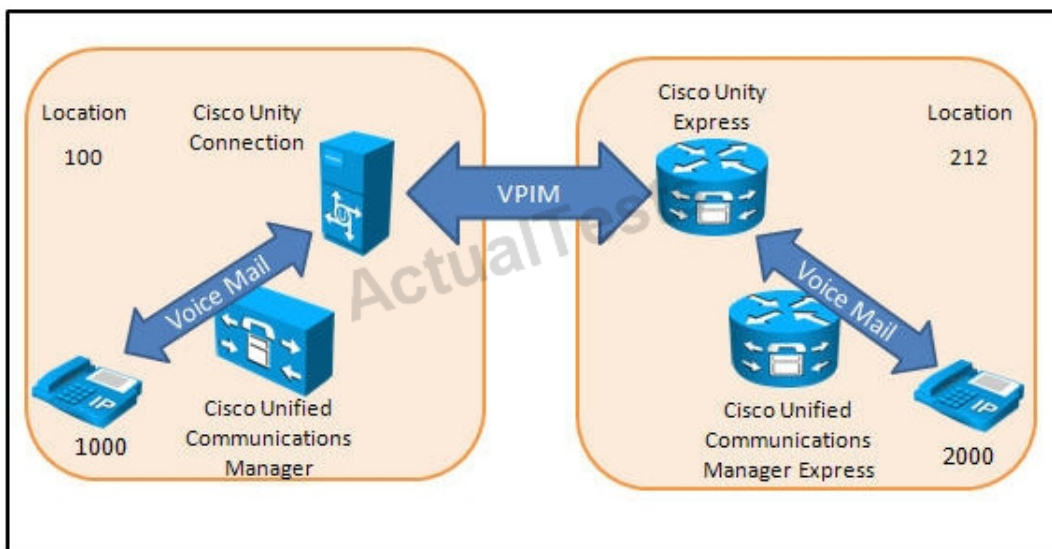
- A. supervised transfer
- B. directed transfer
- C. unsupervised transfer
- D. release the call
- E. release to switch
- F. release to VPIM

Answer: A,E

Explanation:

QUESTION NO: 31

Refer to the exhibit.



When the Cisco Unity Connection and Cisco Unity Express systems are networked together using VPIM, which of the following statements is true?

- A. The message exchange between the two systems will fail due to a conflict between the location ID and extension.
- B. The message exchange between the two systems will succeed because the combination of location IDs and extensions is unique.
- C. The message exchange between the two systems will fail because the location IDs should be using names instead of digits.
- D. The message exchange between the two systems will only succeed toward the Cisco Unity Express site.

Answer: B

Explanation:

QUESTION NO: 32

A Cisco Unity Express administrator has configured three applications: voice mail and two auto-attendants. Cisco Unity Express supports a maximum of eight ports. The voice-mail application is configured for three maxsessions. The two auto-attendants are configured for four maxsessions each. What will be the result if three voice-mail sessions are in use and three callers dial into both auto-attendants?

- A.** All the sessions will be permitted because 10% more ports are supported per Cisco Unity Express license.
- B.** It will depend on which caller tries to reach the auto-attendant last. That call will not go through.
- C.** The Cisco Unity Express auto-attendant will place the call on hold for up to 30 seconds to wait for a port to open up. If a port does not open up, the call is dropped.
- D.** An application can borrow a single port from another application if one is available to handle a peak call load. If there are no ports available, the call is dropped.

Answer: B

Explanation:

QUESTION NO: 33

While attempting to enable the SIP publish trunk in Cisco Unified Presence, it is observed that there is no trunk that is displayed in the drop-down list. Which previous configuration step should be verified?

- A.** Verify that the trunk has the correct IP address.
- B.** Verify that the trunk has been enabled for SIP Notify.
- C.** Verify that the Cisco Messaging Interface service has been started.
- D.** Verify that the trunk was selected in the Cisco CallManager service parameters.
- E.** Verify that the CUCM service was restarted after configuration.

Answer: D

Explanation:

QUESTION NO: 34

An IP phone user reports that they are unable to set the Call Forward All feature on their phone. The user reports that they press the CfwdAll softkey and enter the desired telephone number, but the phone does not accept it. What could be causing this issue?

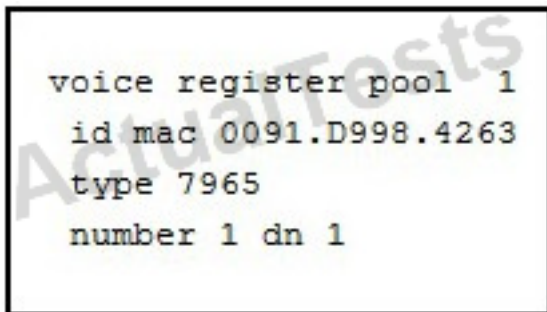
- A. The user is entering too many digits for the destination number.
- B. Cisco Unified Communications Manager does not control Call Forward.
- C. The Call Forward All service parameter is not enabled.
- D. The Call Forward All option of the IP phone does not have a CSS defined.
- E. The Call Forward All enterprise parameter is not enabled.

Answer: D

Explanation:

QUESTION NO: 35

Refer to the exhibit.



```
voice register pool 1
  id mac 0091.D998.4263
  type 7965
  number 1 dn 1
```

An IP phone user cannot log in to their Cisco Unity Connection voice mailbox with their PIN.

Which command will most likely resolve the issue?

- A. dtmf-relay rtp-nte
- B. mgcp dtmf-relay CODEC all mode out-of-band
- C. dtmf-relay h245-alphanumeric
- D. dtmf-relay sip-notify

Answer: A

Explanation:

Reference, Student Book 2-165 (Vol. 1)

QUESTION NO: 36

Which four of the following will allow a Cisco Unity Express system administrator to add new mailboxes to the system? (Choose four.)

- A. Choose Voice Mail > Mailboxes to add new mailboxes.
- B. Choose User Defaults > Create Mailbox.
- C. Choose Configure > Users and check the Create Mailbox check box.
- D. Choose Configure > Groups. The Configure Groups window appears. Click Add. The Add a New Group window appears. Complete the information fields and check the Enable notification for this user/group checkbox.
- E. Choose Voice Mail > VM Defaults and click Add Mailboxes.
- F. Mailboxes can be created when users are imported from Cisco Unified Communications Manager Express.

Answer: A,C,D,F

Explanation:

QUESTION NO: 37

Refer to the exhibit.

```
x-receiver: <2001@10.1.5.15>
Received: from 10.1.131.2 (10.1.131.2) by UC801 with Connection SMTP Server; Thu, 27 May 2010 22:21:26 UTC+0000
To: <2001@10.1.5.15>
From: pbrown<4001@10.1.131.2>
Date: Thu, 27 May 2010 15:05:26 -0700 (PDT)
MIME-Version: 1.0 (Voice 2.0)
Content-Type: MultipartVoice-Message; Version=2.0;
        Boundary="==VpimMsg==1274998886689"
Content-Transfer-Encoding: 7bit
Message-ID: <FTX1244A1LJ-NME-FOC12383QD9-1274996486515>

--==VpimMsg==1274998886689
Content-Type: text/directory; charset=us-ascii; profile=vCard
Content-Transfer-Encoding: 7bit
Content-Disposition: attachment; filename="pbrown.vcf"

BEGIN:vCard
FN:pbrown
EMAIL;TYPE=INTERNET;TYPE=VPIM:4001@10.1.131.2
TEL:4001
VERSION: 3.0
END:vCard
```

The trace shows an inbound VPIM message to Cisco Unity Connection, which has been networked with Cisco Unity Express. What is the location ID for Cisco Unity Express?

- A. UC801
- B. 801
- C. Location ID is not transmitted in VPIM.
- D. 4001

Answer: C

Explanation:

QUESTION NO: 38

Which troubleshooting tool is used to check and verify the individual modules in the Cisco Unified Presence server?

- A. Cisco Unified Real Time Monitoring Tool
- B. Cisco Unified Presence System Troubleshooter
- C. Cisco Unified Presence Monitoring Tool
- D. Cisco Unified Presence Viewer

Answer: B

Explanation: StudentGuide Volume 3 Page 5-167

QUESTION NO: 39

In Cisco Unity Connection, to which three objects can a search space or scope be assigned? (Choose three.)

- A. Gateway
- B. MWI Number
- C. VPIM Location
- D. Trunk
- E. Call Handlers
- F. Directory number
- G. Routing Rules

Answer: C,E,G

Explanation: Incorrect answer:

Directory Number does not exist in Unity Connection just extension.

QUESTION NO: 40

Which of the following statements is true about blind addressing in Cisco Unity Connection?

- A. Blind addressing is used when the voice-mail user at the remote system is unavailable.
- B. Spell-by-name is not available when blind addressing is used, because the destination user is

unknown to the system.

C. When blind addressing is used, the validity of the destination user is known to the originating voice-mail system before sending the message

D. Blind addressing is only used when networking with Cisco Unity Express systems.

Answer: B

Explanation: You can use blind also if you make networking with another Unity Connection. For exclusion the answer is Spell-by-name.

QUESTION NO: 41

By default, what are two options that are presented to callers for forwarded calls into a Cisco Unity Connection system? (Choose two.)

A. Log in to their mailbox.

B. Listen to the opening greeting.

C. Leave a message if forwarder has a mailbox.

D. Enter user ID and PIN.

E. Log in to remote mailbox.

Answer: B,C

Explanation:

QUESTION NO: 42

What should be done after the initial configuration of the Cisco Unified Communications Manager and Cisco Unified Presence integration?

A. Restart the Cisco SIP Proxy Server.

B. Restart the Application Listener.

C. Restart the Cisco Unified Presence Service.

D. Restart the Cisco Unified Communications Manager Services.

E. No action is required.

Answer: C

Explanation:

QUESTION NO: 43

From which call handler are callers transferred to the operator call handler without any caller input?

- A. after-hours greeting
- B. alternate greeting
- C. standard greeting
- D. opening greeting
- E. directory greeting

Answer: D

Explanation:

QUESTION NO: 44

When integrating Cisco Unified Presence with Microsoft Exchange, which interface is used for communication between the Cisco Unified Presence server and the Microsoft Exchange server?

- A. OWAWebDAV
- B. XMPP
- C. XML over HTTP
- D. XCPWA
- E. XCPWebDAV

Answer: A

Explanation:

QUESTION NO: 45

When using IMAP to access voice-mail messages from Cisco Unity Express, which two of the following describe how messages are downloaded and what type of messages can be viewed? (Choose two.)

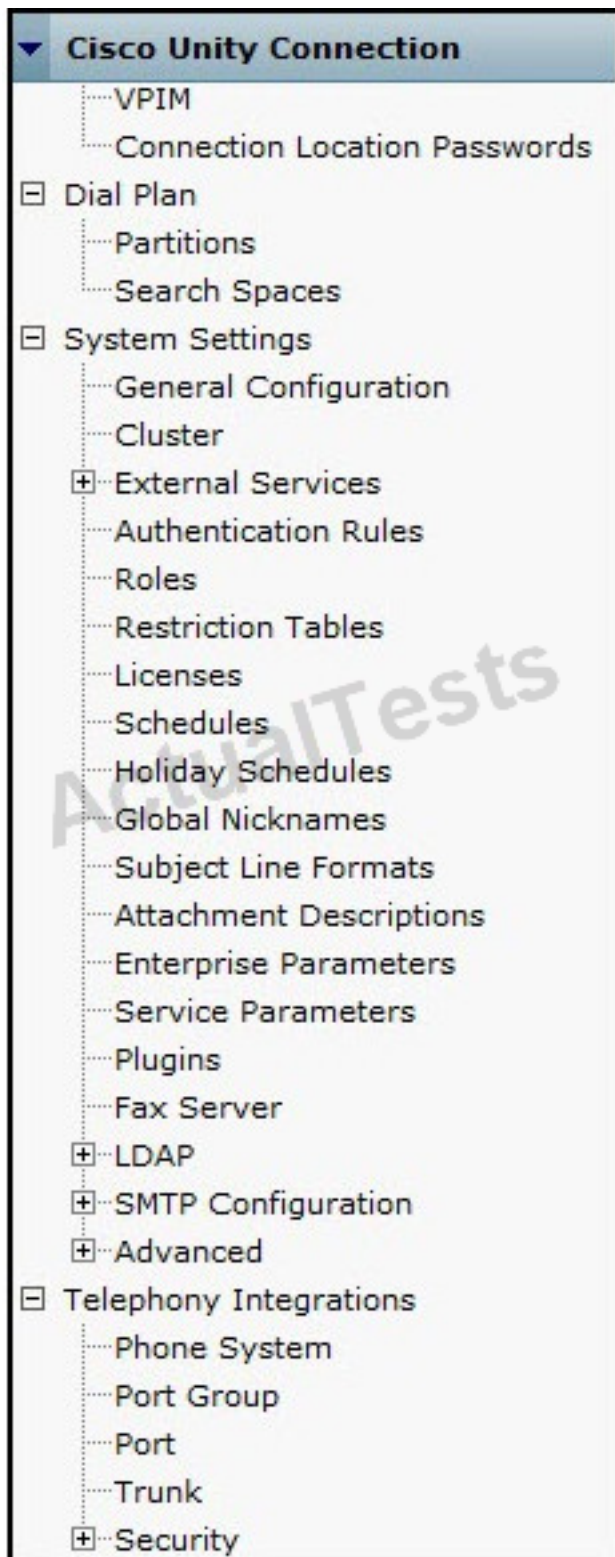
- A. Messages are downloaded as email messages.
- B. All voice-mail messages must be downloaded if Cisco Unity Express is being accessed from an IMAP client.
- C. Voice-mail messages are downloaded as email attachments.
- D. Subscribers can retrieve all types of voice-mail messages except private and broadcast messages.
- E. Voice-mail messages are downloaded using the Cisco Unity Express IMAP client plug-in.

Answer: C,D

Explanation:

QUESTION NO: 46

Refer to the exhibit.



When configuring the default user settings, which section is used to configure the password guidelines that are used by the system for each user?

- A. Roles
- B. Authentication Rules
- C. Restriction Tables
- D. Service Parameters
- E. Enterprise Parameters

Answer: B

Explanation:

QUESTION NO: 47

An external caller calls into the corporate directory handler extension and selects the option to dial by name. The caller enters the digits "633" for user Mike Lee. The user is located in the directory and Cisco Unity Connection attempts the transfer, but the call fails. What is the most likely cause of this issue?

- A. User Mike Lee does not exist.
- B. Incorrect or missing search space in the directory call handler
- C. The Call Transfer service parameter is not enabled.
- D. User Mike Lee is not listed in the directory.
- E. Voice ports are out of service

Answer: B

Explanation:

QUESTION NO: 48

You need to configure a Cisco Unity Express module to support multiple auto-attendants. How many simultaneous auto-attendants are supported and how many scripts can be stored on the Cisco Unity Express module?

- A. One default and up to 8 custom auto-attendant scripts are supported, and a total of 16 scripts are stored.
- B. Eight custom auto-attendant scripts are supported and a total of 9 scripts are stored.
- C. One default and up to 16 custom auto-attendant scripts are supported, and a total of 17 scripts are stored.
- D. One default and up to 8 custom auto-attendant scripts are supported, and a total of 9 scripts

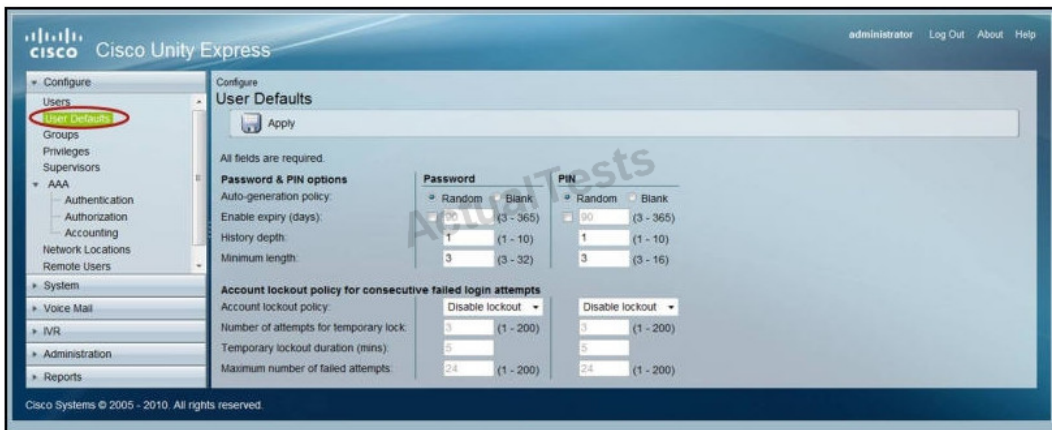
are stored.

Answer: A

Explanation: StudentGuide Volume 2 page 3-133

QUESTION NO: 49

Refer to the exhibit.



When the User Defaults parameters are used, at what point can the system administrator change these settings for specific end users?

- A. when the system administrator adds the end user to a specific user group
- B. when the system administrator creates a new end user
- C. when the system administrator edits the existing end-user privileges
- D. when the system administrator edits the AAA "Authentication" settings for a specific end user

Answer: B

Explanation:

QUESTION NO: 50

Refer to the exhibit.

Device Information		CUCM Port Configuration	
Registration	Unregistered		
IP Address	10.1.5.15		
☒ Device is trusted			
Port Name*	CiscoUM1-VI1		
Description	Pub1		
Device Pool*	Default		
Common Device Configuration	< None >		
Calling Search Space	Internal.CSS		
AAR Calling Search Space	Internal.CSS		
Location*	Hub_None		
Device Security Mode*	Non Secure Voice Mail Port		
Use Trusted Relay Point*	Default		
Geolocation	< None >		

Directory Number Information	
Directory Number*	2901
Partition	Internal_Pt
Calling Search Space	Internal.CSS
AAR Group	< None >
Internal Caller ID Display	VoiceMail
Internal Caller ID Display (ASCII format)	VoiceMail

Port Group Basics (PhoneSystem-1)	
Port Group	Edit Refresh Help
Save Delete Previous Next	CUC Port Group
Status Port group reset initiated	
Port Group Display Name* PhoneSystem-1 Integration Method SCCP (Skinny) Device Name Prefix* CiscoVM1-VI Reset Status Reset In Progress Reset	
Message Waiting Indicator Settings ☒ Enable Message Waiting Indicators MWI On Extension 2991 MWI Off Extension 2992 Delay Between Requests 0 milliseconds Maximum Concurrent Requests 0 Retries After Successful Attempt 0 Retry Interval After Successful Attempt 5 milliseconds	
Save Delete Previous Next	

When users press the "messages" button on their IP phones to check voice mail, they are hearing a busy signal. What is causing the issue?

- A. The Directory Number field is misconfigured.
- B. The Port Name field is misconfigured.
- C. The Device Name Prefix field is misconfigured.
- D. The Calling Search Space field is misconfigured.
- E. The Partition field is misconfigured.

Answer: C

Explanation:

QUESTION NO: 51

Refer to the exhibit.

CUP Services	
	Service Name
☐	Cisco UP SIP Proxy
☐	Cisco UP Presence Engine
☐	Cisco UP Sync Agent
☐	Cisco UP XCP Text Conference Manager
☐	Cisco UP XCP Web Connection Manager
☐	Cisco UP XCP Connection Manager
☐	Cisco UP XCP SIP Federation Connection Manager
☐	Cisco UP XCP XMPP Federation Connection Manager
☐	Cisco UP XCP Counter Aggregator
☐	Cisco UP XCP Message Archiver
☐	Cisco UP XCP Directory Service
☐	Cisco UP XCP Authentication Service

In order for the Instant Messaging feature in Cisco Unified Presence to function, which service is specific to the feature and required to be activated?

- A. Cisco UP Sync Agent
- B. Cisco UP XCP Message Archiver
- C. Cisco UP XCP Authentication Service
- D. Cisco UP XCP XMPP Federation Connection Manager
- E. Cisco UP XCP Text Conference Manager
- F. Cisco UP XCP Web Connection Manager

Answer: E

Explanation: Reference, Student Book 5-10 (Vol. 3)

QUESTION NO: 52

Which two of the following are Cisco Unity Connection components that, when changed, will not affect the settings of existing users? (Choose two.)

- A. Contact Templates
- B. Users Templates
- C. Enterprise Parameters
- D. Service Parameters
- E. Call Handlers

Answer: A,B

Explanation:

QUESTION NO: 53

An administrator does not want all of the IP phones in the network to have access to the Cisco IP Phone Messenger service. Which two steps should be taken to prevent the phones from subscribing to that service? (Choose two.)

- A. Create an IP phone ACL.
- B. Enable the Enterprise Subscription option on the service.
- C. Disable the Enterprise Subscription option on the service.
- D. Put the service in a separate partition.
- E. Manually subscribe the desired phones to the service.

Answer: C,E

Explanation:

QUESTION NO: 54

Which of the following applications collects, distributes, and aggregates user attributes and capabilities?

- A. Cisco Unity Connection
- B. Cisco Unified Presence
- C. Cisco Unified Communications Manager
- D. Cisco Unified Personal Communicator

Answer: B

Explanation:

QUESTION NO: 55

Refer to the exhibit.

Configure
Network Locations

 Apply

Note: You must specify a local location ID to enable voice mail networking.

Local Location ID: [View Location Profile](#)

Locations

 Add  Delete

Showing 1-2 of 2 10 per page Go

☐	Location ID	Location Name	Abbreviation	Domain Name
☐	101	Branch CUE	Br101	10.1.4.3
☐	102	HQ CUC	HQ	10.1.1.3

Page 1 of 1

An administrator configured VPIM networking between a Cisco Unity Connection (HQ CUC) and Cisco Unity Express (Branch CUE). Which of the following statements is true?

- A. The VPIM configuration is correct.
- B. The VPIM configuration is incorrect. The VPIM Location for Dial ID 101 is not needed.
- C. The VPIM configuration is incorrect. The VPIM Location for Dial ID 102 is not needed.
- D. The VPIM configuration is incorrect. The VPIM Location for Dial ID 101 is not needed. Only the Local Location ID 101 is needed.
- E. The VPIM configuration is incorrect. The VPIM Location for Dial ID 102 is not needed. Only the Local Location ID 102 is needed.

Answer: A

Explanation: StudentGuide Volume 2 Page 4-44

QUESTION NO: 56

Refer to the exhibit.

```
!  
interface Loopback 0  
ip address 10.1.131.1 255.255.255.0  
!  
interface vlan 130  
ip address 10.1.130.1 255.255.255.0  
!  
telephony-service  
ip source-address 10.1.130.1 port 2000  
!
```

Which five of the following commands will integrate a Cisco Unity Express module with a Cisco Unified Communications Manager Express router. (Choose five.)

- A. ip route 10.1.131.2 255.255.255.255 interface Service-Engine 1/0
- B. service-module ip address 10.1.130.2 255.255.255.0
- C. ip unnumbered Loopback0
- D. service-module ip address 10.1.131.2 255.255.255.0
- E. service-module ip default-gateway 10.1.131.1
- F. ip unnumbered vlan130
- G. service-module ip default-gateway 10.1.30.1.1
- H. interface Integrated-Service-Engine1/0

Answer: A,C,D,E,H

Explanation:

QUESTION NO: 57

What is the system default language that is used by Cisco Unity Connection after the initial installation?

- A. English (United Kingdom)
- B. English (United States)
- C. The default language is not set at installation and must be set after installation.
- D. The default language is dependent on the license and the language files that are selected during installation
- E. The default language is defined at installation and unchangeable after the initial installation.

Answer: D

Explanation:

QUESTION NO: 58

Which six of the following commands are necessary to configure two ephone-dns that will provide MWI on and off functions for Cisco Unity Express? Extension 2598 turns off MWI, extension 2599 turns on MWI, and extensions use four digits. (Choose six.)

- A. extension 2598....
- B. ephone-dn 10
- C. number 2598....
- D. mwi enable
- E. number 2599....
- F. mwi on
- G. extension 2599....
- H. ephone-dn 11
- I. mwi disable
- J. mwi off

Answer: B,C,E,F,H,J

Explanation: StudentGuide Volume 2 Page 3-37

QUESTION NO: 59

When using Cisco Unity Connection, which call handler type offers different call actions based on the digits that are selected?

- A. digit analysis
- B. system
- C. directory
- D. interview
- E. call management

Answer: B

Explanation:

QUESTION NO: 60 DRAG DROP

Drag the steps from the left and drop them in the spaces on the right, in their correct sequence, in order to successfully complete a SIP call from Cisco Unified Communications Manager Express to Cisco Unity Express.

Receive ACK	
Send 200 OK	
Receive 100 Trying	
Send INVITE message	
Receive 180 Ringing	

Answer:

Drag the steps from the left and drop them in the spaces on the right, in their correct sequence, in order to successfully complete a SIP call from Cisco Unified Communications Manager Express to Cisco Unity Express.

Receive ACK	Send INVITE message
Send 200 OK	Receive 100 Trying
Receive 100 Trying	Receive 180 Ringing
Send INVITE message	Send 200 OK
Receive 180 Ringing	Receive ACK

Explanation:

Send INVITE message
Receive 100 Trying
Receive 180 Ringing
Send 200 OK
Receive ACK

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QUESTION NO: 61

Which two of the following statements are true about VPIM? (Choose two)

A. VPIM is used to exchange email messages between different voice-mail systems.

- B. voice-mail systems that are using VPIM must have unique extensions.
- C. VPIM must use a location ID for each voice-mail system.
- D. VPIM must be used when internetworking Cisco Unity Connection and Cisco Unity Express.
- E. VPIM users cannot be regular voice-mail users.
- F. VPIM message use a similar format to SIP SDP messages, as defined in RFC 3281.

Answer: C,D

Explanation:

QUESTION NO: 62

Which tool is used to migrate users from Cisco Unity to Cisco Unity Connection?

- A. CSV import
- B. LDAP import
- C. Exchange Synch import
- D. COBRAS import
- E. Cisco Unity Migration Assistant

Answer: D

Explanation:

QUESTION NO: 63

Refer to the exhibit.

```
!
interface Loopback0
  ip address 10.1.131.1 255.255.255.0
!
Output omitted for brevity
!
interface Integrated-Service-Engine1/0
  service-module ip address 10.1.132.2 255.255.255.0
  service-module ip default-gateway 10.1.131.1
  no keepalive
!
Output omitted for brevity

!
ip route 10.1.132.2 255.255.255.255 Integrated-Service-Engine1/0
!
```

In which three ways does the configuration need to be modified in Cisco Unified Communications Manager Express so that the administrator can open a session with Cisco Unity Express?
(Choose three.)

- A. Edit the IP address of the service module.
- B. There is nothing wrong with the configuration. The Integrated-Service-Engine1/0 needs to be restarted.
- C. Edit the IP route statement to change the IP subnet mask to 255.255.255.0.
- D. Add the IP subnet mask to the service-module ip default-gateway statement.
- E. Edit the IP address in the IP route statement.
- F. Add the ip unnumbered Loopback0 command to interface Integrated-Service-Engine1/0.

Answer: A,E,F

Explanation:

Reference, Student Book 3-34 (Vol. 2)

QUESTION NO: 64

When a user password is changed on Cisco Unified Communications Manager Express, how is that change propagated to Cisco Unity Express?

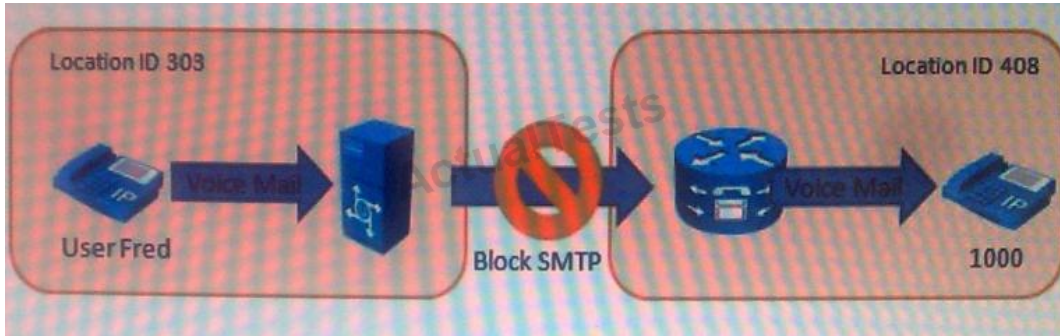
- A. The change is automatic; there is no Cisco Unity Express administrator intervention required.
- B. The user password in Cisco Unity Express does not need to match the user password in Cisco Unified Communications Manager Express because they are separate systems.
- C. The Cisco Unity Express administrator needs to change the password and PIN every time a change is made to the user account in Cisco Unified Communications Manager Express.
- D. The Cisco Unity Express administrator needs to synchronize the user account in Cisco Unified Communications Manager Express by importing the user again.
- E. The Cisco Unity Express administrator needs to change the user password to match the password in Cisco Unified Communications Manager Express.

Answer: E

Explanation:

QUESTION NO: 65

Refer to the exhibit.



When SMTP messages are being blocked by a firewall, which of the following implementations can be performed on Cisco Unity Connection to rectify this issue?

- A. Ensure that messages can be sent in MIME format in Cisco Unity Connection.
- B. Change the SMTP port number to match those ports that are used for the audio.
- C. Configure an SMTP smart host, where all SMTP traffic can be sent
- D. There are no workarounds to this problem

Answer: C

Explanation:

Reference, Student Book 4-32 (Vol. 2)

QUESTION NO: 66

What is the difference between direct routing and forward routing in Cisco Unity Connection?

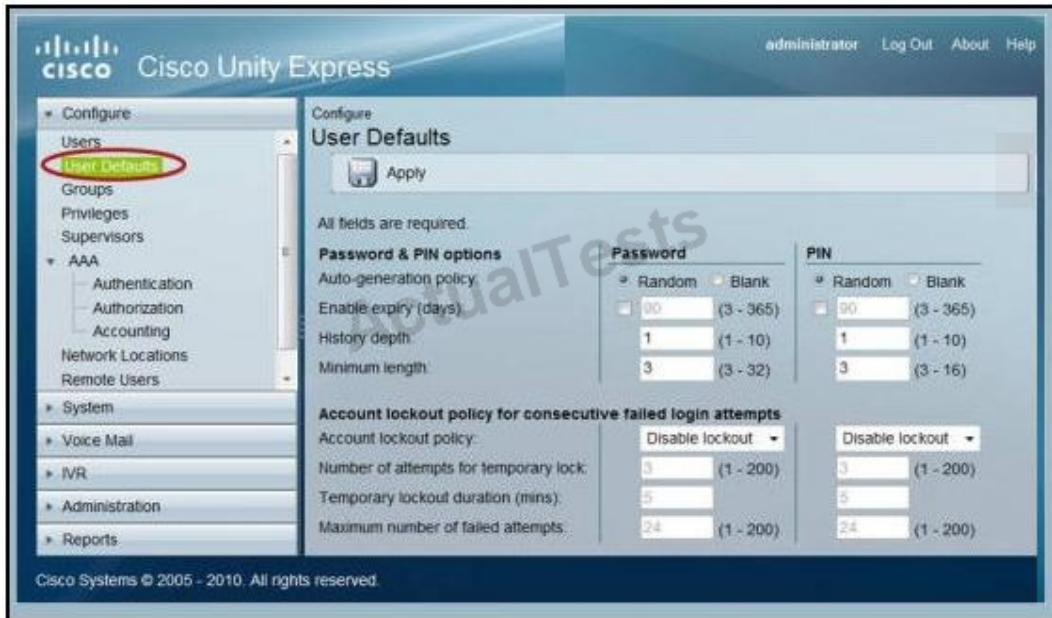
- A. origin of the call
- B. destination of the call
- C. on-net call
- D. off-net call
- E. There is no difference.

Answer: A

Explanation:

QUESTION NO: 67

Refer to the exhibit.



If the Cisco Unity Express administrator sets the lockout policy to Temporary, with a temporary lockout duration of 5 minutes and a maximum number of failed attempts of 3, what must the end user do if they have exhausted their maximum number of failed attempts?

- A. The end user must contact the Cisco Unity Express administrator to have the default user password reset.
- B. The end user must wait for the temporary timeout to expire before attempting to login again.
- C. The end user must use the end-user privileged-level password to gain access to Cisco Unity Express, but they will only be able to view end-user settings.
- D. The end user must contact the Cisco Unity Express administrator to reset the default user temporary timer if they need to log in before the temporary timer expires.

Answer: A

Explanation:

QUESTION NO: 68

From which entity does a Cisco Unified Personal Communicator device receive its TFTP server address when it is integrated with a Cisco Unified Presence Server for failover?

- A. Cisco Unified Presence server
- B. Cisco Unified Communications Manager TFTP server
- C. Device profile in Cisco Unified Communication Manager
- D. Manually created upon installation of Cisco Unified Personal Communicator
- E. Cisco Unified Personal Communicator does not use TFTP.

Answer: A

Explanation:**QUESTION NO: 69**

When an Emergency Alternate Greeting (EAG) is activated, which two of the following statements describe how the EAG is accessed? (Choose Two)

- A.** If it is active, the EAG is played before the welcome greeting of the system auto-attendant and the AtiGreeting wav file is appended to the beginning of the welcome greeting.
- B.** If it is active, the EAG is played before the welcome greeting of the system auto-attendant and a Boolean variable of "greetingactive" is returned as "true"
- C.** if the EAG was recorded through the TUI and the EAG is active, the EAG overwrites the existing welcome greeting and the EAG is played until it is deactivated.
- D.** If the EAG is included in custom auto-attendant scripts, a call to a subflow to checkaltgreet.aef must be inserted in the script at the desired location. If the EAG was recorded through the GUI, the new file replaces the existing welcome greeting and changes its name to WelcomeGreeting.old until the administrator deactivates the EAG and renames the existing welcome greeting.

Answer: B,D

Explanation: Reference- <http://cciev.wordpress.com/2006/07/17/emergency-alternate-greeting-eag/>

QUESTION NO: 70

What is required of a user to retrieve voice mail once they are notified of a new message by Cisco Unity Connection Message notification on their mobile phone?

- A.** Password
- B.** PIN
- C.** user ID
- D.** user extension
- E.** FAC

Answer: B

Explanation: Reference-

<https://customertraining.verizonbusiness.com/Documents/Cisco%20Unity%20Connection%20Voice%20Mail.pdf>

QUESTION NO: 71

After the Cisco Unified Presence server is defined in Cisco Unified Communications Manager, what is the next logical step in the configuration of Cisco Unified Communications Manager?

- A. assign capabilities to end users
- B. AXL configurations
- C. define the CUCM publisher
- D. Activate CUP services
- E. define CUCM SIP publish trunk

Answer: A

Explanation: Reference - <http://www.voicerivet.com/CCIE/Docs/Pres7/PresDepolyGuide7.pdf>

QUESTION NO: 72

Which call handler can be configured to ask callers questions and, once the answers are recorded, sends them to a configured recipient?

- A. after-hours greeting
- B. alternate greeting
- C. standard greeting
- D. interview
- E. directory

Answer: D

Explanation: Reference-

<http://www.iphelp.ru/doc/3/Cisco.Press.Configuring.CallManager.and.Unity.A.Step.by.Step.Guide.Jun.2005.eBook-BBL/1587051966/ch09lev1sec1.html>

QUESTION NO: 73

In Cisco Unity Connection, to which three objects can a partition be assigned ? (Choose Three)

- A. Users

- B. Distribution List
- C. Route Patterns
- D. Directory Numbers
- E. VPIM Location
- F. Hunt Pilot
- G. Translation Pattern

Answer: A,B,E

Explanation: Reference-

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsag235.html#wp1071116

QUESTION NO: 74

Which three of the following Options should always be selected when configuring a SIP trunk for Cisco Unity Connection integration to Cisco Unified Communication Manager?

- A. Accept Unsolicited Notification
- B. Enable Digest Authentication
- C. Accept Out-of-Dialog REFER
- D. Enable Application Level Authentication
- E. Accept Replaces Header
- F. Accept Presence Subscription
- G. X.509Subject Name

Answer: A,C,E

Explanation: Ref-

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/integration/cucm_sip/guide/cucintcucmsip060.html

QUESTION NO: 75

After the initial Cisco Unity Connection installation, how and where can the time zone be changed?

- A. The Cisco Unity Connection time zone can be changed from the Cisco Unified Operating System Administration GUI.
- B. The Cisco Unity Connection time zone can be changed from the Cisco Unified Communications Manager GUI.

- C.** The Cisco Unity Connection time zone can be changed from the Cisco Unified Operating System CLI.
- D.** The Cisco Unity Connection time zone can be changed from the Cisco Unity Connection CLI.
- E.** The Cisco Unity Connection time zone cannot be changed after the initial installation. A reinstallation is required.

Answer: D

Explanation:

QUESTION NO: 76

In which two scenarios would a caller who is calling into the Cisco Unity Connection general pilot number hear the opening greeting of the voice-mail system and be prompted for a user ID and PIN? (Choose two.)

- A.** non-subscriber
- B.** subscriber who sends the calling number
- C.** subscriber who does not send the calling number
- D.** A SIP phone user will always be prompted for a user ID and PIN.
- E.** An SCCP phone user will always be prompted for a user ID and PIN.
- F.** The scenario is invalid.

Answer: A,C

Explanation:

QUESTION NO: 77

When troubleshooting an MWI issue in Cisco Unity Connection, which task should you perform in the phone system component at the beginning of troubleshooting?

- A.** Ensure that MWI is enabled for the user.
- B.** Ensure that the user has the correct phone system assigned.
- C.** Run the Check Telephony Integration test.
- D.** Ensure that the ports are configured for MWI only.
- E.** Ensure that the pilot number matches the Cisco Unified Communications Manager configured pilot number.

Answer: C

Explanation:

QUESTION NO: 78

Which three email clients are able to access voice mail through the integration of the Cisco Unity Express infrastructure and IMAP? (Choose three.)

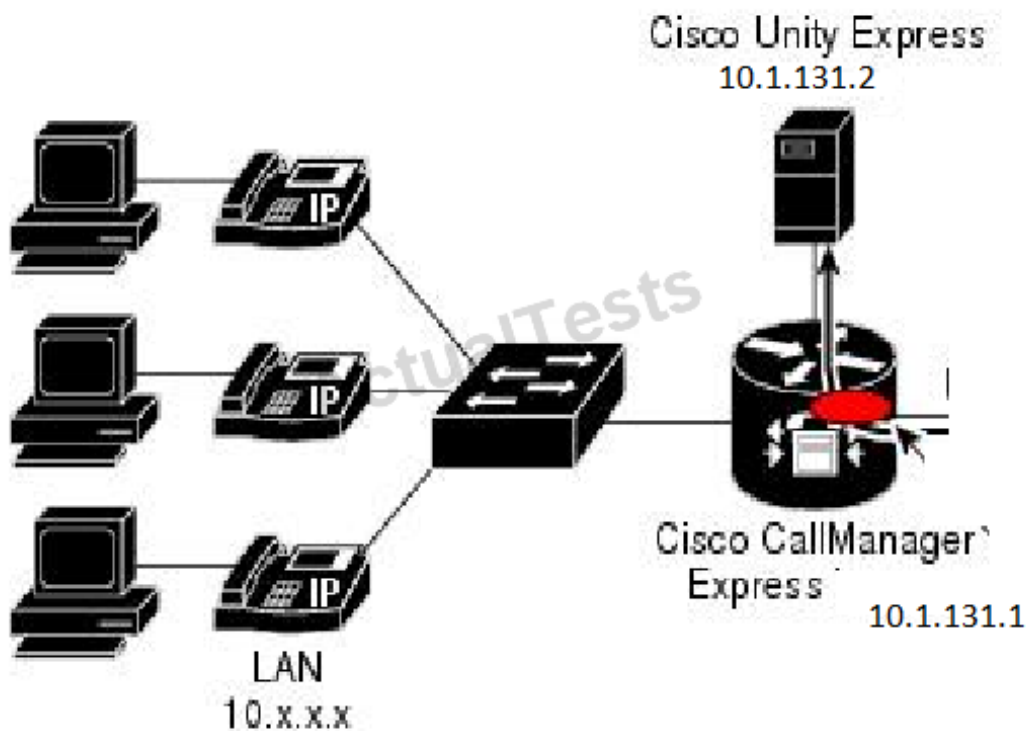
- A. SunOne
- B. Microsoft Outlook
- C. Cisco Unified Presence
- D. Microsoft Outlook Express
- E. Lotus Notes
- F. Microsoft OCS

Answer: B,D,E

Explanation:

QUESTION NO: 79

Refer to the exhibit.



Which six of the following commands are required to configure a dial peer that will allow voice-mail messages to be left on Cisco Unity Express for Unified Communications Manager Express users? The Cisco Unity Express module uses a pilot number of 4100. (Choose six.)

- A. destination-pattern 4100
- B. no vad
- C. session target ipv4:10.1.131.2
- D. codec transparent
- E. dial-peer voice 4100 pots
- F. codec g711ulaw
- G. session target ipv4:10.1.131.1
- H. dial-peer voice 4100 voip
- I. dtmf-relay sip-notify
- J. dtmf-relay h245-alphanumeric

Answer: A,B,C,F,H,I

Explanation:

QUESTION NO: 80

For Cisco Unity Express to send message notifications to external telephony devices, what must be configured?

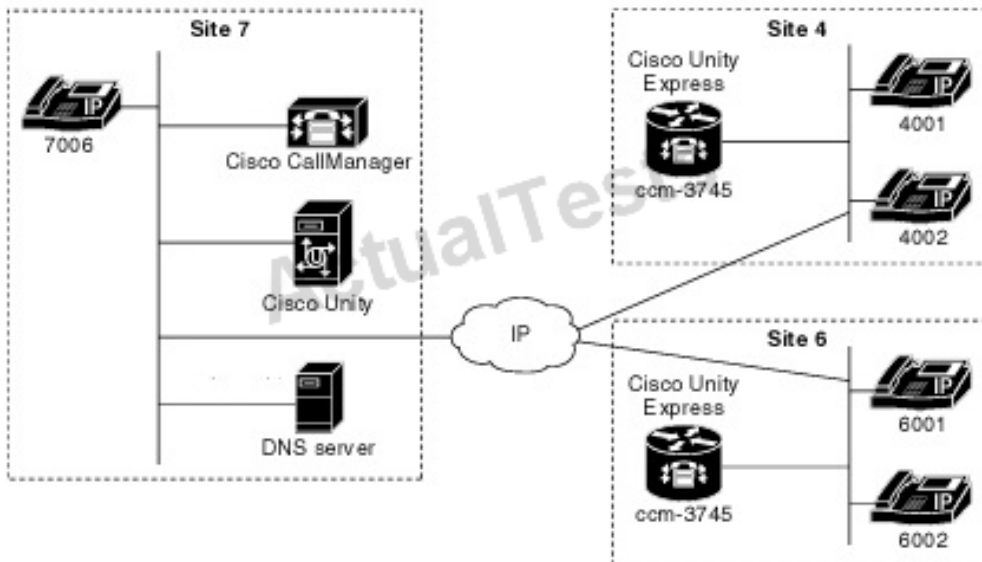
- A. Cisco Unity Express must be integrated with an external IMAP client.
- B. The integrated Cisco Unified Communications Manager Express voice-mail solution must be configured for PSTN access.
- C. Each individual or group must have the notification profile set to forward urgent messages.
- D. The default profile name vm-notif-profile needs to be changed to reflect the name of the new notification profile.

Answer: B

Explanation:

QUESTION NO: 81

Refer to the exhibit.



Which of the following statements is true about the remote users that are configured in the exhibit?

- A. Remote users must always be added when configuring VPIM on Cisco Unity Express.
- B. Remote user configuration is optional for VPIM. It is only necessary if VPIM networking is implemented between a Cisco Unity Connection and Cisco Unity Express systems.
- C. Remote users are needed if the dial-by-name feature is required.
- D. Remote users are needed if VPIM implementation is required between Cisco Unity Express and a third-party voice-mail system that supports VPIM.

Answer: C

Explanation:

QUESTION NO: 82

Which two of the following are functions or operations of Cisco Unified Presence? (Choose two.)

- A. full-featured communications platform on a single desktop application

- B. native presence services
- C. collects, distributes, and aggregates user attributes and capabilities
- D. call control
- E. standards-based SIP, SIMPLE, and XMPP interface
- F. real-time voice message notification services

Answer: C,E

Explanation:

QUESTION NO: 83

Which Cisco Unified Presence operation mode supports the highest number of users for large-scale Cisco Unified CVP solutions?

- A. SIP Proxy
- B. Microsoft Office Interoperability
- C. Cisco Unified Presence
- D. Cisco Unified Communications
- E. Microsoft Active Directory

Answer: A

Explanation:

QUESTION NO: 84

Which term is used to define Cisco Unified Presence communications between Cisco Unified Presence clusters in the same domain?

- A. Cisco Unified Presence clustering
- B. Cisco Unified Presence interclustering
- C. Cisco Unified Presence peering
- D. Cisco Unified Presence domain connector
- E. Cisco Unified Presence federation

Answer: B

Explanation:

QUESTION NO: 85

If AES is required on a SIP Trunk Security Profile, which device security mode should be selected during configuration?

- A. Digest Authentication
- B. Encrypted
- C. Non-secure
- D. NULL/SHA
- E. Authenticated

Answer: B

Explanation:

QUESTION NO: 86

Which two of the following are considered administrative and database services on a Cisco Unified Presence server? (Choose two.)

- A. Cisco Serviceability Reporter
- B. Cisco Bulk Provisioning Service
- C. Cisco Database Layer Monitor Service
- D. Cisco UP Sync Agent
- E. Cisco AXL Web Service
- F. Cisco Unified Presence XCP

Answer: B,E

Explanation:

QUESTION NO: 87

When configuring the Cisco IP Phone Messenger feature, a service URL must be defined.

What server address should be configured as the host for the Cisco IP Phone Messenger service?

- A. Cisco Unified Communications Manager Publisher
- B. Cisco Unified Communications TFTP Server
- C. Cisco Unified Presence Server
- D. Cisco Unified Communications Manager Subscriber
- E. Cisco Unity Connection

Answer: C

Explanation:

QUESTION NO: 88

When troubleshooting a single Cisco Unified Presence user complaint, which tool is the best one to use to start the troubleshooting process?

- A. Cisco Unified Real Time Monitoring Tool
- B. Cisco Unified Presence System Troubleshooter
- C. Cisco Unified Presence Monitoring Tool
- D. Cisco Unified Presence Viewer

Answer: D

Explanation:

QUESTION NO: 89

What is the next logical step in troubleshooting Cisco Unified Presence and Cisco Unified Personal Communicator in a live production environment if the Cisco Unified Presence System Troubleshooter and Server Health Tools do not help resolve the issue?

- A. Restart the Cisco Unified Presence server.
- B. Restart Cisco Unified Communications Manager.
- C. Enable tracing and use Cisco Unified RTMT to review the traces.
- D. Uninstall and re-install Cisco Unified Personal Communicator.
- E. Reset the Presence Gateway.

Answer: C

Explanation:

QUESTION NO: 90

Which three of the following options should always be selected when configuring a SIP trunk for Cisco Unity Connection integration to Cisco Unified Communications Manager? (Choose three.)

- A. Accept Unsolicited Notification
- B. Enable Digest Authentication
- C. Accept Out-of-Dialog REFER

- D. Enable Application Level Authentication
- E. Accept Replaces Header
- F. Accept Presence Subscription
- G. X.509 Subject Name

Answer: A,C,E

Explanation:

QUESTION NO: 91

When making changes to the Cisco Unified Presence proxy domain settings, which step must be taken after the configuration changes are made?

- A. Manually restart the Cisco SIP Proxy Server.
- B. Manually restart the Application Listener.
- C. Manually restart the Cisco Unified Presence Service.
- D. Manually restart the Cisco Unified Communications Manager Services.
- E. No action is required.

Answer: E

Explanation:

QUESTION NO: 92

When you integrate Cisco Unified Communications Manager and Cisco Unity Connection, which three important parameters must you configure in Unified Communications Manager? (Choose three.)

- A. route list
- B. Session Initiation Protocol trunk security profile
- C. Session Initiation Protocol route pattern
- D. route pattern
- E. SIP trunk
- F. device profile

Answer: B,D,E

Explanation:

QUESTION NO: 93

You are required to configure User Templates in Cisco Unity Connection. Which two parameters are mandatory to complete this configuration? (Choose two.)

- A. partition
- B. search scope
- C. alias
- D. class of service
- E. display name
- F. active schedule

Answer: C,E

Explanation:

QUESTION NO: 94

In Cisco Unity Connection, which two options are predefined rules of forwarded call routing? (Choose two.)

- A. attempt forward
- B. attempt sign in
- C. attempt sign out
- D. speech connect
- E. publisher reverse trap
- F. opening greeting

Answer: A,F

Explanation:

QUESTION NO: 95

In Cisco Unity Connection, which two methods can you use to segregate the global dial and message addressing space? (Choose two.)

- A. SIP trunk
- B. search spaces
- C. route patterns
- D. translation patterns
- E. partitions
- F. hunt pilot

Answer: B,E

Explanation:

QUESTION NO: 96

You are integrating a Cisco Unity Connection server with a Cisco Unified Communications Manager phone system.

You want to create multiple users with voice-mail accounts automatically from existing Unified Communications Manager users.

Which Cisco Unity Connection menu feature should you use?

- A. Import Users feature
- B. Consolidated Object Backup and Restore Application Suite feature
- C. Cisco Voice Technology Group Subscription feature
- D. Bulk Administration tool feature
- E. Synch Users feature
- F. Task Management feature

Answer: A

Explanation:

QUESTION NO: 97

As a voice administrator, you have deployed Cisco Unity Connection for voice-mail service. You need to implement dial plan flexibility for Cisco Unity Connection directory to separate addressing and dialing tasks. Which two dial plan components must you configure? (Choose two.)

- A. translation patterns
- B. partitions
- C. search spaces
- D. gatekeeper zone prefixes
- E. route patterns
- F. transformation patterns

Answer: B,C

Explanation:

QUESTION NO: 98

When you deploy Cisco Unified Communications Manager, which two conditions must be met if you want to use Cisco Unity Express as a distributed voice-mail solution? (Choose two.)

- A.** Voice mail must be accessible even in case of WAN failure.
- B.** Cisco Unity Express is operated with Cisco Unified Communication Manager Express because they are interoperable.
- C.** Bandwidth is available to enable voice mail to traverse the WAN by contacting a central voice-mail server.
- D.** There are no limitations on geographic coverage.
- E.** Cisco Unity Express must use Skinny Call Control Protocol (SCCP) to communicate with Cisco Unified Communication Manager Express.
- F.** Automated attendant must be accessible irrespective of WAN availability.

Answer: A,F

Explanation:

QUESTION NO: 99

Which internal tool does Lightweight Directory Access Protocol synchronization use to synchronize Cisco Unity Connection user data?

- A.** custom keypad mapping
- B.** third-party tools
- C.** DirSync
- D.** import
- E.** bulk edit
- F.** Consolidated Object Backup and Restore Application Suite

Answer: C

Explanation:

QUESTION NO: 100

In standalone Cisco Unity Connection configurations, which tool should you use to manually refresh the information imported from Cisco Unified Communications Manager?

- A. Bulk Administration Tool
- B. Synchronize Users tool
- C. Consolidated Object Backup and Restore Application Suite
- D. Migrate Users
- E. Task Management tool
- F. Connection User Data Dump utility

Answer: B

Explanation:

QUESTION NO: 101

Which role in Cisco Unity Connection allows a user to manage only the directory handlers and interview handlers?

- A. Greeting Administrator
- B. Help Desk Administrator
- C. User Administrator
- D. System Administrator
- E. Audio Text Administrator
- F. Audit Administrator

Answer: E

Explanation:

QUESTION NO: 102

When Cisco Unity Express is integrated with Cisco CallManager, which protocol handles Message Waiting Indication?

- A. Session Initiation Protocol
- B. Voice Profile for Internet Mail
- C. Java Telephony Application Programming Interface
- D. Multipurpose Internet Mail Extensions
- E. VoIP
- F. Internet Message Access Protocol

Answer: C

Explanation:

QUESTION NO: 103

Which codec is supported in Cisco Unity Express?

- A. G.711
- B. G.721
- C. G.729
- D. Q.850
- E. Q.931
- F. Q.2931

Answer: A

Explanation:

QUESTION NO: 104

Which tool do you use to backup the entire Cisco Unity database and restore it as a whole to a new server?

- A. Backup and Restore Utility
- B. Consolidated Object Backup and Restore Application Suite briefcase mode
- C. COBRAS hot mode
- D. Cisco Unity Disaster Recovery Tools
- E. Cisco Config File Manager
- F. Cisco Automated Backup

Answer: D

Explanation:

QUESTION NO: 105

You are an administrator managing Cisco Unified Communications Manager Express.

A user returns from vacation and reports that he has tried many times to enter his PIN in his Session Initiation Protocol (SIP) phone, but he could not login successfully. You have reset the PIN for him, but he still is unable to log in. If the password lockout policy is enabled, which solution will help you fix the problem?

- A. Set the Pulse Code Dialing to transmit.
- B. Delete and add the SIP phone again that was configured in Cisco Unified Communications Manager Express.

- C. Unlock the password lockout.
- D. Reset with another PIN.
- E. Delete the user account and recreate it.
- F. Recreate the user account and add to the appropriate user group.

Answer: C

Explanation:

QUESTION NO: 106

Which three built-in auto-attendant features accompany Cisco Unity Express? (Choose three.)

- A. dial-by-name
- B. single-digit dialing for up to nine users or groups
- C. dial-by-extension
- D. multilevel auto-attendant flows providing dual tone multifrequency - based menus
- E. return-to-operator
- F. three or more voice-mail greetings per user

Answer: A,C,E

Explanation:

QUESTION NO: 107

You need to configure Cisco Unified Communications Manager Express with a dial peer that points to the Cisco Unity Express IP address. Which three conditions must be fulfilled? (Choose three.)

- A. Session Initiation Protocol version 1 must be used.
- B. Session Initiation Protocol version 2 must be used.
- C. Voice on demand must be enabled.
- D. The dual tone multifrequency relay option must be set to match Cisco Unity Express.
- E. G.911 codec must be used.
- F. Voice activity detection must be disabled.

Answer: B,D,F

Explanation:

QUESTION NO: 108

You are importing Cisco Unified Communications Manager users in Cisco Unity Express. After you commit the information for importing users, an error appears.

Which option could be the probable cause for this error?

- A. A user ID contains spaces.
- B. A user ID does not have a primary extension.
- C. A user ID has the dial-by-name feature activated.
- D. Only selected users are being imported.
- E. A user ID has administrative privileges.
- F. A user ID does not have an associated voice-mail box.

Answer: A

Explanation:

QUESTION NO: 109

Which two parameters are required when you configure the Voice Profile for Internet Mail location on Cisco Unity Express? (Choose two.)

- A. domain name or IP address
- B. destination type
- C. display name
- D. location ID
- E. dial ID
- F. Simple Mail Transfer Protocol domain name

Answer: A,D

Explanation:

QUESTION NO: 110

Which parameter is used to accommodate the local dial plan in Cisco Unity Connection when the Voice Profile for Internet Mail location is configured?

- A. Remote Phone Prefix
- B. Simple Mail Transfer Protocol Domain Name
- C. IP Address
- D. Display Name

- E. Dial ID
- F. Route Patterns

Answer: A

Explanation:

QUESTION NO: 111

Which protocol is used to send Voice Profile for Internet Mail messages to the Internet?

- A. Internet Relay Chat
- B. Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions
- C. Session Initiation Protocol
- D. Internet Message Access Protocol
- E. Post Office Protocol version 3
- F. Simple Mail Transfer Protocol

Answer: F

Explanation:

QUESTION NO: 112

On which two protocols is the Voice Profile for Internet Mail protocol based? (Choose two.)

- A. Simple Mail Transfer Protocol
- B. Internet Message Access Protocol
- C. Post Office Protocol version 3
- D. Internet Relay Chat
- E. Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions
- F. Multipurpose Internet Mail Extension

Answer: A,F

Explanation:

QUESTION NO: 113

What is the next logical step in troubleshooting Cisco Unified Presence and Cisco Unified Personal Communicator in a live production environment if the Cisco Unified Presence System Troubleshooter and Server Health Tools do not help resolve the issue?

- A. Restart the Cisco Unified Presence server.
- B. Restart Cisco Unified Communications Manager.
- C. Enable tracing and use Cisco Unified RTMT to review the traces.
- D. Uninstall and re-install Cisco Unified Personal Communicator.
- E. Reset the Presence Gateway.

Answer: C

Explanation:

QUESTION NO: 114

You are in the final phase of configuring Cisco Unified Presence and you need to activate the required services under Cisco Unified Serviceability. Which three Cisco Unified Presence services should you activate for it to work? (Choose three.)

- A. Extensible Communication Platform Connection Manager
- B. Sync Agent
- C. Web Connection Manager
- D. Session Initiation Protocol Proxy
- E. Extensible Communication Platform Authentication Service
- F. Engine

Answer: B,D,F

Explanation:

QUESTION NO: 115

You are the VoIP administrator for your company. You have assigned a soft phone to a sales officer. The user is currently at the airport and uses Cisco Unified Personal Communicator over a VPN connection. The user reports that calls could not be made or received. What should you verify before fixing the problem?

- A. firewall settings in your company network
- B. if the end user is associated with the Client Service Framework device in the Cisco Unified Communications Manager end-user configuration
- C. class of service settings
- D. if directory number is configured to the correct partition and calling search space
- E. user authentication
- F. if global call routing is enabled

Answer: B

Explanation:

QUESTION NO: 116

You are managing a Cisco Unity Connection server. You want to assign permissions to a junior administrator to manage call handlers and directory handlers on the Cisco Unity Connection server. Which role should you assign to the junior administrator?

- A. Remote Administrator
- B. User Administrator
- C. Greeting Administrator
- D. Help Desk Administrator
- E. Audit Administrator
- F. Audio Text Administrator

Answer: F

Explanation:

QUESTION NO: 117

As a Cisco Unity administrator, you have set the default Automatic Gain Control value to -26 dB. Which value will you set Automatic Gain Control to when you want to increase the average volume?

- A. -10 dB
- B. -30 dB
- C. -40 dB
- D. -50 dB
- E. -60 dB

Answer: A

Explanation:

QUESTION NO: 118

You need to configure Cisco Unity Connection in a cluster that will have four servers. One server will hold the publisher role. How many licenses do you need to configure Cisco Unity Connection successfully in a cluster?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5
- F. 6

Answer: B

Explanation:

QUESTION NO: 119

In Cisco Unity Connection, which type of message cannot be forwarded by a phone user?

- A. messages marked as Urgent
- B. messages marked as Private
- C. messages marked as Secure
- D. messages marked as Future Delivery
- E. messages marked as Saved
- F. messages marked as Archived

Answer: B

Explanation:

QUESTION NO: 120

Which call management option plays an audio list for users to select options from and reach users?

- A. call handlers
- B. directory handlers
- C. interview handlers
- D. call routing tables
- E. restriction tables
- F. message handlers

Answer: B

Explanation:

QUESTION NO: 121

Which two options are types of directory handlers? (Choose two.)

- A. voice-enabled
- B. phone keypad
- C. forwarded rules
- D. direct rules
- E. standard hours
- F. closed hours

Answer: A,B

Explanation:

QUESTION NO: 122

In Cisco Unity Connection, a user uses an Integrated Messaging Access Protocol client, such as ViewMail, to record, send, and forward voice messages to another user. Which system feature is used to map the sender and the recipient of the message to the correct user?

- A. message notification
- B. greetings and caller input
- C. mailbox storage settings and administration
- D. Simple Mail Transfer Protocol proxy address
- E. distribution lists
- F. external service accounts

Answer: D

Explanation:

QUESTION NO: 123

You are configuring a call routing rule in the Call Management > Call Routing > Direct Routing Rules interface. You want a call routing rule to apply to all ports in the Ports field.

Which value should you assign to the Ports field?

- A. add all ports
- B. assign * (asterisk)
- C. assign ? (question mark)
- D. leave it blank

- E. assign # (hash)
- F. assign three *** (asterisks)

Answer: D

Explanation:

QUESTION NO: 124

Which two rules are the direct rules in Cisco Unity Connection? (Choose two.)

- A. Attempt Sign-in
- B. Opening Greeting
- C. Attempt Forward
- D. Attempt Sign-out
- E. Attempt Send
- F. Closing Greeting

Answer: A,B

Explanation:

QUESTION NO: 125

After you install Cisco Unity Connection, where are the objects that belong to a partition placed?

- A. <Server Name> Partition
- B. <Object Name> Partition
- C. <Partition Name> Partition
- D. <Directory Name> Partition
- E. <Object.Partition> Partition
- F. <Server.Object> Partition

Answer: A

Explanation:

QUESTION NO: 126

You are troubleshooting Cisco Unity Connection and find that the interview handlers service does not play anything. You find that only Goodbye call handler is available. What must you verify before trying to fix the problem?

- A. Users and call handlers are placed in the correct partition.
- B. Phone language settings are correct.
- C. Users have selected the delist option.
- D. Questions are active and recorded.
- E. Dial plan has been set up correctly.
- F. Calls are routed when callers press "0".

Answer: D

Explanation:

QUESTION NO: 127

An IP phone user dials into Cisco Unity Connection and hears the reorder tone. What could be the two possible issues? (Choose two.)

- A. The parameter Register with Session Initiation Protocol Server is not set on the trunk-group configuration page.
- B. The parameter Register with Session Initiation Protocol Server is not set on the port-group configuration page.
- C. The parameter Register with Session Initiation Protocol Server is not set on the hunt-group configuration page.
- D. The Cisco Unified Presence servers need to be sorted in the order in which the IP phones are registered.
- E. The Session Initiation Protocol servers need to be sorted in the order in which the IP phones are registered.
- F. The Cisco Unified Communications Manager servers need to be sorted in the order in which the IP phones are registered.

Answer: B,F

Explanation:

QUESTION NO: 128

As a VoIP administrator, you are trying to set the time manually by accessing Cisco Unity Connection, Settings > Time.

You see that the changes are not applied immediately. You wait for 15 minutes, but changes are still not applied. Which two solutions can you try? (Choose two.)

- A. Wait at least 45 minutes for changes to be reflected for the entire company.
- B. Try the utility system reload command via the CLI.
- C. Wait at least 60 minutes for changes to be reflected for the entire company.
- D. In the GUI, go to Settings > Version and restart the server.
- E. Try reapplying the changes again.
- F. In the CLI, try the utils system restart command to reboot the server.

Answer: D,F

Explanation:

QUESTION NO: 129

Which two types of mailboxes are supported by Cisco Unity Express? (Choose two.)

- A. personal
- B. general delivery
- C. group
- D. mailing list
- E. voice
- F. temporary

Answer: A,B

Explanation:

QUESTION NO: 130

A subscriber to the Internet Messaging Access Protocol feature of Cisco Unity Express sees a "Mailbox Full" notification. What is the percentage of space used that his mailbox has exceeded?

- A. 94 percent
- B. 95 percent
- C. 96 percent
- D. 97 percent
- E. 98 percent
- F. 99 percent

Answer: D

Explanation:

QUESTION NO: 131

Which operation in Cisco Unity Express allows you to modify settings such as clock and default language?

- A. user.configuration
- B. user.mailbox
- C. system.configuration
- D. voicemail.configuration
- E. webapp.control
- F. site.configuration

Answer: C

Explanation:

QUESTION NO: 132

You need to change the IP address of the Cisco Unity Express. To achieve this goal, you change the IP address of the service-engine interface and the internal IP address of the Cisco Unity Express module. You also make changes to the IP routes and the dial-peer session.

After you issue the shut and no shut commands, you need to reload the Cisco Unity Express. Which command should you use?

- A. service-module service-Engine x/x reload
- B. service-module ip default-gateway
- C. service-module ip reload
- D. service-module service-Engine reload x/x
- E. reload service-module service-Engine x/x
- F. reload service-module ip default-gateway

Answer: A

Explanation:

QUESTION NO: 133

You are configuring Cisco Unity Connection Auto-Attendant. You need to provide the name of the .wav file that should be played after the welcome message if a caller calls after the business hours. Which field should you configure in the Auto-Attendant script?

- A. businessSchedule

- B. busClosedPrompt
- C. busOpenPrompt
- D. allowExternalTransfers
- E. disconnectAfterMenu
- F. holidayPrompt

Answer: B

Explanation:

QUESTION NO: 134

What is the maximum number of custom auto-attendant applications that you can set up in Cisco Unity Express?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5
- F. 6

Answer: E

Explanation:

QUESTION NO: 135

You have just installed Cisco Unity Express. Now you want to configure history depth and set it to its maximum value.

Which value should you define as the maximum value?

- A. 5
- B. 10
- C. 15
- D. 20
- E. 50
- F. 75

Answer: B

Explanation:

QUESTION NO: 136

What is the default number of maximum login attempts defined in the security password lockout policy in Cisco Unity Express?

- A. 3
- B. 5
- C. 8
- D. 10
- E. 24
- F. 30

Answer: E

Explanation:

QUESTION NO: 137

What is the default recovery time period in minutes for calls dropped during message playback?

- A. 1
- B. 2
- C. 3
- D. 5
- E. 10
- F. 12

Answer: D

Explanation:

QUESTION NO: 138

What is the maximum number of allowable attempts that you can assign in the account lockout policy in Cisco Unity Express?

- A. 10
- B. 20
- C. 50

- D. 100
- E. 200
- F. 500

Answer: E

Explanation:

QUESTION NO: 139

You have configured Voice Profile for Internet Mail Networking in Cisco Unity Express. The Voice Connector receives a message that cannot be delivered. The message does not contain the sender information. In this situation, in which folder does Voice Connector save the message?

- A. Inbox
- B. Deleted Items
- C. Archive
- D. Junk
- E. Spam
- F. Sent

Answer: C

Explanation:

QUESTION NO: 140

You have configured a Cisco Unity Express server that uses the G.711 codec. You want to send outbound messages in a format that uses lower bandwidth. However, you want to keep the quality of the incoming message high. Which two tasks should you perform? (Choose two.)

- A. Convert the incoming messages to G.729a.
- B. Keep the incoming messages as G.711.
- C. Convert the outgoing message to 64 kb/s using G.729a.
- D. Convert the outgoing messages to G.726.
- E. Send the outgoing messages in the G.711 format.
- F. Store the message using the original codec, but convert it to 64 kb/s for outgoing.

Answer: B,D

Explanation:

QUESTION NO: 141

You are configuring the Cisco Unified Communications Manager server to provision users from a Lightweight Directory Access Protocol directory. To achieve this goal, you install the Lightweight Directory Access Protocol server.

Which additional step is needed to ensure you can provision users from the server?

- A. Enable the Tomcat service.
- B. Activate the Cisco DirSync service.
- C. Create user accounts on the Cisco Unified Communications Manager server.
- D. Add the Lightweight Directory Access Protocol server into the Cisco Unified Communications Manager server.
- E. Enable Secure Socket Layer for the Lightweight Directory Access Protocol directory.
- F. Import the SSL certificate into the Lightweight Directory Access Protocol directory.

Answer: B

Explanation:

QUESTION NO: 142

You are configuring a secure connection between the Lightweight Directory Access Protocol directory and the Cisco Unified Communications Manager. To complete this configuration, you upload the Lightweight Directory Access Protocol server certificate to the Certificate Management interface. Which two additional steps are needed to complete the configuration? (Choose two.)

- A. Restart the Lightweight Directory Access Protocol server.
- B. Restart the Lightweight Directory Access Protocol service on the Cisco Unified Communications Manager server.
- C. Restart the Tomcat service.
- D. Restart the Cisco DirSync service.
- E. Restart the directory service.
- F. Restart the Hypertext Transfer Protocol service.

Answer: C,D

Explanation:

QUESTION NO: 143

Which protocol is used for handling communication between Cisco Unified Presence and Cisco

Unified Communications Manager?

- A. Internet Relay Chat
- B. Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions
- C. Session Initiation Protocol
- D. Internet Message Access Protocol
- E. Post Office Protocol version 3
- F. Simple Mail Transfer Protocol

Answer: C

Explanation:

QUESTION NO: 144

As a voice implementation engineer, you have been asked to deploy Cisco Unified Presence. Cisco Unified Presence needs to communicate with Cisco Unified Communications Manager for user data synchronization.

What must you configure to make sure that Cisco Unified Presence uses the same authentication to communicate with Unified Communications Manager?

- A. an end-user in Cisco Unified Communications Manager and point it to Cisco Unified Presence
- B. a Java Telephony Application Programming Interface user in Cisco Unified Communications Manager and point it to Cisco Unified Presence
- C. a VPN profile in Cisco Unified Communications Manager and point it to Cisco Unified Presence
- D. an application user super group access and point it to Cisco Unified Presence
- E. an Administration XML Layer user and point it to Cisco Unified Presence
- F. the standard CCMSysUser, which is created as an application user and point it to Cisco Unified Presence

Answer: E

Explanation:

QUESTION NO: 145

You are trying to log into the Cisco Unified User Options interface. However, you are unable to log in with your username and password.

You verify from the system administrator that the URL for the User Options interface is correct.

Which two options are probable causes for this problem? (Choose two.)

- A. You are not registered as a licensed user.
- B. You are not assigned access to the User Options interface.
- C. You do not have access to some of the options on the User Options interface.
- D. You do not have access to the Cisco IP Phone Messenger features.
- E. The User Options interface URL is no longer working.
- F. Cisco Unified Presence is down.

Answer: A,B

Explanation:

QUESTION NO: 146

In Cisco Unity Connection, to which three objects can a partition be assigned? (Choose three.)

- A. Users
- B. Distribution Lists
- C. Route Patterns
- D. Directory Numbers
- E. VPIM Location
- F. Hunt Pilot
- G. Translation Pattern

Answer: A,B,E

Explanation:

QUESTION NO: 147

Which two transfer types are used by Cisco Unity Connection to process more calls quickly? (Choose two.)

- A. No Holding Transfer
- B. Release to VPIM
- C. Supervise Transfer
- D. Release to Switch
- E. Say Good-Bye

Answer: C,D

Explanation:

QUESTION NO: 148

Which two attributes are defined in class of service? (Choose two.)

- A. access to features, such as text-to-speech email or live reply
- B. access to the Cisco Presence Server administration page
- C. the minimum length of subscriber messages and greetings
- D. the maximum length of subscriber messages and greetings

Answer: A,D

Explanation:

QUESTION NO: 149

Which two methods can be used to create multiple users in Cisco Unity Connection? (Choose two.)

- A. importing users from LDAP
- B. importing users from Cisco Unified Communications Manager
- C. creating users from Cisco Unity Express
- D. creating users from Cisco Presence Server

Answer: A,B

Explanation:

QUESTION NO: 150

Which two statements are true about integrating Cisco Unity Connection with an LDAP directory and creating users by importing data from Cisco Unified Communications Manager? (Choose two.)

- A. Cisco Unity Connection users will not automatically authenticate against the LDAP directory when Cisco Unified Communications Manager is integrated with the LDAP.
- B. Cisco Unity Connection users will automatically authenticate against the LDAP directory when Cisco Unified Communications Manager is integrated with the LDAP.
- C. Separate passwords must be maintained for Cisco Unity Connection web applications and

Cisco Unified Communications Manager web applications.

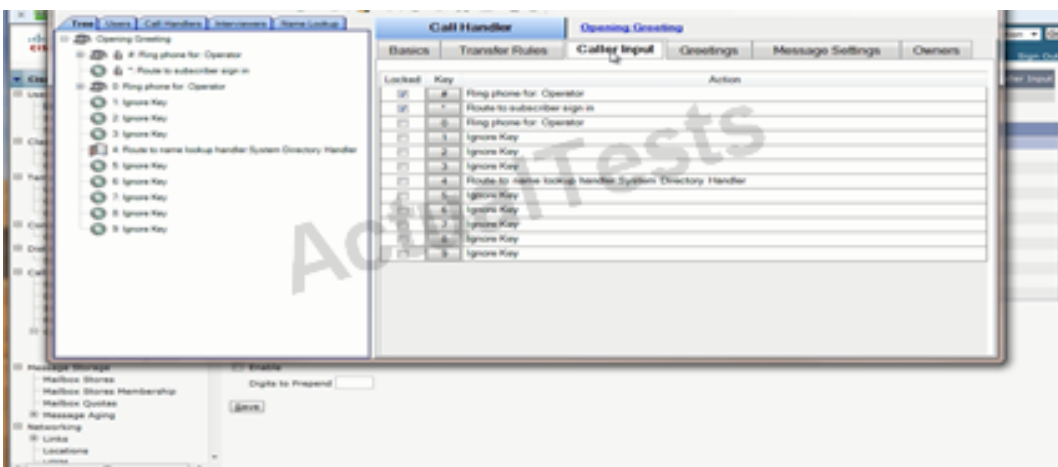
D. Automatic synchronization updates the Cisco Unity Connection database with new data for new and existing users when you add users to the LDAP directory.

Answer: A,C

Explanation:

QUESTION NO: 151

Refer to the exhibit.



Which application is illustrated in the exhibit?

- A.** Call Handler
- B.** Interview Handler
- C.** Audiotext Application Manager
- D.** Audio Text Manager
- E.** Job Handler

Answer: D

Explanation:

QUESTION NO: 152

Which application helps the Sales team take orders by collecting information from callers with a series of recorded questions and answers?

- A.** Call Handler

- B. Directory Handler
- C. Interview Handler
- D. IVR Option
- E. Call Routing

Answer: C

Explanation:

QUESTION NO: 153

This configuration is found on the Cisco Unified Communications Manager Express router:

```
interface GigabitEthernet0/1
description Voice Network
ip address 172.31.12.1 255.255.255.0
interface Service-Engine1/0
description NM-CUE
ip unnumbered GigabitEthernet0/1
service-module ip address 172.31.12.254 255.255.255.0
service-module ip default-gateway 172.31.12.1
ip route 0.0.0.0 0.0.0.0 172.31.11.1
```

Which route is needed to complete this configuration?

- A. ip route 172.31.12.254 255.255.255.255 Service-Engine1/0
- B. ip route 172.31.12.254 255.255.255.255 172.31.12.1
- C. ip route 172.31.12.254 255.255.255.255 172.31.12.254
- D. ip route 172.31.12.254 255.255.255.255 172.31.11.1

Answer: A

Explanation:

QUESTION NO: 154

A user has reported that keys that are pressed when accessing Cisco Unity Express are not being acknowledged by the system. This configuration is found on the voice-enabled IOS router:

dial-peer voice 6800 voip

destination-pattern 5...

session protocol sipv2

session target ipv4:10.3.6.127

codec g711ulaw

no vad

What is the configuration command that is needed to complete the configuration and solve the problem?

- A. dtmf-relay sip-notify
- B. dtmf-relay rtp-nte
- C. dtmf-relay cisco-rtp
- D. dtmf-relay h245-signal

Answer: A

Explanation:

QUESTION NO: 155

What is the proper format of a custom auto-attendant prompt?

- A. G.711 u-law, 8 kHz, 8-bit, mono
- B. G.711 a-law, 8 kHz, 16-bit, mono
- C. G.711 a-law, 16 kHz, 8-bit, stereo
- D. G.729, 8 kHz, 8-bit, mono

Answer: A

Explanation:

QUESTION NO: 156

What are two tasks of a voice connector when processing outgoing messages? (Choose two.)

- A. Convert the message from MAPI to MIME format.
- B. Convert the message from MIME to MAPI format.
- C. Format the To address by using the domain name and prefix that are specified on the corresponding VPIM delivery location page.
- D. Remove the phone prefixes from the To and From addresses if prefixes are specified on the corresponding VPIM delivery location page.

Answer: A,C

Explanation:

QUESTION NO: 157

Which three procedures are necessary to set up Cisco Unity Connection 8.x to use VPIM Networking? (Choose three.)

- A. Verify network and SMTP connectivity with the remote voice messaging system.
- B. Create VPIM regions.
- C. Create VPIM locations.
- D. Verify connectivity with the Cisco Unified Communications Manager.
- E. Configure DHCP.
- F. Create VPIM contacts.

Answer: A,C,F

Explanation:

QUESTION NO: 158

In which three of the following cases can VPIM Networking be used for messaging? (Choose three.)

- A. Cisco Unity systems where the partner Microsoft Exchange Servers are in different Active Directory forests
- B. Cisco Unity with Microsoft Exchange 2000 or Microsoft Exchange 2003, and Cisco Unity with Lotus Domino
- C. Cisco Unity and Cisco Unity Express
- D. Cisco Unity and the Cisco Presence Server
- E. Cisco Unity and Cisco Unified Communication Manager

F. Cisco Unity and Cisco Unified Contact Center Express

Answer: A,B,C

Explanation:

QUESTION NO: 159

In Cisco Unified Presence, status can be derived from which two events? (Choose two.)

- A.** user connecting a headset
- B.** client login
- C.** opening a web page
- D.** user selecting "Do Not Disturb"

Answer: B,D

Explanation:

QUESTION NO: 160

What are four capabilities of Cisco Unified Presence user communication? (Choose four.)

- A.** video conferencing
- B.** web collaboration
- C.** instant messaging
- D.** basic audio
- E.** advanced audio/web hosting
- F.** wireless access point
- G.** remote route optimization
- H.** automatic LAN configuration

Answer: A,B,C,D

Explanation:

QUESTION NO: 161

What are four Cisco Unified Presence components? (Choose four.)

- A.** Cisco Unified MeetingPlace

- B. Cisco Unity Connection
- C. Lightweight Directory Access Protocol (LDAP) Server v3.0
- D. Third-party XMPP clients
- E. Cisco Unified Contact Center Express
- F. Cisco Unified Contact Center Enterprise
- G. Cisco Unified Contact Center Hosted
- H. Cisco Adaptive Security Appliance

Answer: A,B,C,D

Explanation:

QUESTION NO: 162

What is the client software for Cisco Unified Presence?

- A. Jabber
- B. JAVA IM
- C. Skype
- D. Live Messenger

Answer: A

Explanation:

QUESTION NO: 163

A user receives this error message when trying to start an ad hoc group chat with Cisco Unified PresenceE. "Attempted to perform an adhoc group chat operation but the AD_HOC_GROUP_CHAT capability was not available." What is the solution?

- A. Check if the conference server alias configuration is missing.If it is missing, add the configuration and restart the Cisco Unified Personal Communicator.
- B. Upgrade the server to version 8.x because the Cisco Unified Personal Communicator client 8.0 is not supported on the 7.0 platform.
- C. Remove the corrupted entries in the database.
- D. Ensure that the DNS server to which the PC is pointed can resolve the fully qualified name of the Cisco Unified Presence Server.

Answer: A

Explanation:

QUESTION NO: 164

Which product is responsible for processing and handling all telephony presence requests for users in Cisco Unified Communications Manager presence, whether inside or outside the cluster?

- A. Cisco Unified Communications Manager
- B. Cisco Jabber
- C. Cisco Unified MeetingPlace
- D. Cisco Unity Connection

Answer: A

Explanation:

QUESTION NO: 165

In Cisco Unified Communications Manager presence with SIP, if the presence entity resides within the Cisco Unified Communications Manager cluster, how does Cisco Unified Communications Manager respond to a SIP line-side presence request?

- A. by sending a SIP NOTIFY message to the presence watcher to indicate the current status of the presence entity
- B. by sending a SIP SUBSCRIBE message to the presence watcher to request the presence status of the indicated presence entity
- C. by sending SCCP messages to the presence watcher to indicate the current status of the presence entity
- D. by using the Cisco Unified Presence PUBLISH Trunk service parameter on Cisco Unified Communications Manager to associate the user with a line appearance

Answer: A

Explanation:

QUESTION NO: 166

Which service is used to synchronize a subset of user data during an LDAP integration on Cisco Unity Connection?

- A. Cisco DirSync
- B. CDRonDemand Service
- C. Cisco Extended Functions
- D. Cisco DB Replicator
- E. Cisco Trust Verification Service

Answer: A

Explanation:

QUESTION NO: 167

Which three objects can be assigned to partitioning and search spaces, to segregate the global dial and message addressing space within Cisco Unity Connection? (Choose three.)

- A. users with mailboxes
- B. line groups
- C. VPIM locations
- D. hunt pilots
- E. system call handlers
- F. transformation patterns

Answer: A,C,E

Explanation:

QUESTION NO: 168

Which messaging interface provides support for an Apple iPhone, Android, and Blackberry?

- A. Cisco Unity Connection
- B. Cisco Unity Express
- C. Cisco Unity
- D. Cisco Unity Mobile

Answer: A

Explanation:

QUESTION NO: 169

What is the maximum number of users that can be imported into Cisco Unity Express from Cisco Unified Communications Manager Express at one time?

- A. 200
- B. 100
- C. 500

D. 50

Answer: A

Explanation:

QUESTION NO: 170

What does the Primary Extension column define when importing users?

- A.** the main extension that callers dial to reach a user
- B.** the pilot number that is used by Cisco Unified Communications Manager Express to access Cisco Unity Express
- C.** the mailbox ID that is assigned by Cisco Unity Express during import
- D.** the primary extension that is to be used for CFNA and CFB

Answer: A

Explanation:

QUESTION NO: 171

What are two tasks of a voice connector when processing incoming messages? (Choose two.)

- A.** Convert the message from MAPI to MIME format.
- B.** Convert the message from MIME to MAPI format.
- C.** Format the To address by using the domain name and prefix that are specified on the corresponding VPIM delivery location page.
- D.** Remove the phone prefixes from the To and From addresses if prefixes are specified on the corresponding VPIM delivery location page.

Answer: B,D

Explanation:

QUESTION NO: 172

Which two statements are true about VPIM? (Choose two.)

- A.** VPIM is an industry standard.
- B.** VPIM is a Cisco standard.

- C. VPIM is based on the Simple Mail Transfer Protocol.
- D. VPIM is based on the Simple Network Management Protocol.

Answer: A,C

Explanation:

QUESTION NO: 173

When using VPIM Networking for messaging between Cisco Unity servers in different directories, which two factors should be considered for Audio Format Conversion settings? (Choose two.)

- A. network bandwidth between the local and remote Cisco Unity servers
- B. traffic volume of messages
- C. network latency between the local and remote Cisco Unity servers
- D. Audio Format of the outbound message
- E. DSCP flags on the packet

Answer: A,B

Explanation:

QUESTION NO: 174

Which two statements are true about creating VPIM subscribers to correspond to remote Cisco Unity subscribers? (Choose two.)

- A. By default, you don't need to create VPIM subscribers, because automatic directory updates will occur.
- B. The subscriber directory of the remote Cisco Unity server will automatically duplicate by default.
- C. Cisco Unity can automatically update the VPIM subscriber directory based on VPIM messages from the remote server.
- D. You can create VPIM subscriber accounts on the local server that correspond to subscribers on the remote Cisco Unity server.

Answer: C,D