

Cisco CCNP Certification 300-085 Exam



- Vendor: Cisco
- Exam Code: 300-085
- Exam Name: Implementing Cisco Collaboration Application v1.0 (CAPPS)

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QUESTION 1

The Cisco TMS administrator wants to test outbound calls that originate from a video device that is added to the Cisco TMS. Which path does the administrator use to complete this operation in the Cisco TMS interface?

- A. Systems > Navigator > Endpoint > Call Status tab in the endpoint configuration
- B. Phone Books > Dial External tab
- C. Booking > New Conference > Dial External tab
- D. Systems > Provisioning > Users > Call Status

Answer: A

QUESTION 2

Which three system components are needed to provision a new endpoint in Cisco TMS? (Choose three.)

- A. IP address
- B. MAC address
- C. SNMP community name
- D. configuration template
- E. enable remote access
- F. persistent settings
- G. E164 alias
- H. gatekeeper

Answer: ACE

QUESTION 3

Which Cisco Tele Presence Management Suite Extension supports automated AD/LDAP import of users for creating an entitlement of up to 100,000 users and devices?

- A. TMSXE
- B. TMSXN
- C. TMSAE
- D. TMSPE

Answer: D

QUESTION 4

Which service can negatively impact the Cisco TMS ability to monitor a Cisco VCS?

- A. Telnet
- B. SNMP
- C. SSH
- D. TFTP

Answer: B

QUESTION 5

Which jabber-config.xml variable do you use to allow remote Jabber users to connect using Collaboration Edge?

- A. <CollaborationEdge<ON>/CollaborationEdge>
- B. <RemoteAccess<ON>/RemoteAccess>
- C. <RemoteJabber<TRUE>/RemoteJabber>
- D. <Expressway>YES</Expressway>
- E. <AnyconnectVPN>TRUE</AnyConnectVPN>

Answer: B

QUESTION 6

When configuring mobile and remote access, which three servers must be added manually to the HTTP server allow list on the Expressway-C or VCS-C? (Choose three.)

- A. Cisco Unity Connection
- B. contact photos web server
- C. Jabber update server
- D. Active Directory domain controller
- E. Outlook Web Access
- F. company intranet
- G. TFTP server

Answer: ABC

QUESTION 7

Which two options in VCS-C and VCS-E handle presence status for registered endpoints? (Choose two.)

- A. back to back user agent
- B. presence user agent
- C. domain name system
- D. presence server
- E. presence proxy

Answer: BD

QUESTION 8

Where is BFCP desktop video sharing enabled?

- A. trunk configuration
- B. gateway configuration
- C. gatekeeper configuration
- D. SIP profile
- E. phone services
- F. common phone profile
- G. ILS configuration
- H. SIP trunk security profile

Answer: D

QUESTION 9

Where in Cisco Unified Communications Manager is BFCP enabled?

- A. enterprise phone configuration
- B. SIP trunk security profile
- C. SIP profile
- D. common phone profile
- E. common device configuration

Answer: C

QUESTION 10

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

QUESTION 11

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: BC

QUESTION 12

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

QUESTION 13

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

QUESTION 14

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

QUESTION 15

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

QUESTION 16

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

QUESTION 17

Which type of video service does Cisco Unity Connection use to provide video services?

- A. multipoint control unit
- B. video control services
- C. conductor
- D. Cisco Presence Service
- E. MediaSense

Answer: E

QUESTION 18

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

QUESTION 19

Which tool that is used for troubleshooting Cisco Unified Communications Manager is also used to troubleshoot and monitor Cisco Unity Connection?

- A. Cisco Unified Dialed Number Analyzer
- B. Cisco Unified Monitoring and Troubleshooting Tool
- C. Cisco Unified Real Time Monitoring Tool
- D. Cisco Unified Port Monitor
- E. Cisco Unified Serviceability

Answer: C

QUESTION 20

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

QUESTION 21

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: BD

QUESTION 22

Which email integration will allow a Lotus Notes client to retrieve emails from Cisco Unity Express?

- A. MIME
- B. SMTP
- C. JTAPI
- D. CTIQBE
- E. IMAP
- F. Cisco Unity Express email infrastructure

Answer: E

QUESTION 23

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: D

QUESTION 24

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: AD

QUESTION 25

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

QUESTION 26

A user has reported that keys 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
```

Which configuration command 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

QUESTION 27

An end user is complaining that when they try to retrieve their voicemail messages, they hear the message "mailbox is currently in use." What must the administrator do to resolve this issue?

- A. The administrator must reload the mailbox for the user.
- B. The administrator must verify that the mailbox is enabled.
- C. The administrator must verify that the primary extension that is associated with the end user is in an E.164 format.
- D. The administrator must unlock the mailbox for the user.

Answer: D

QUESTION 28

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: BD

QUESTION 29

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. automatic LAN configuration
- G. whiteboarding

Answer: ABCD

QUESTION 30

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

QUESTION 31

Refer to the exhibit. Which Cisco Unified Personal Communicator status has the user selected?

```
19:03:12.009 |mapi_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@j-sm-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></presence></route>
19:03:24.121 |DELIVER: type:8, host:j-sm-1.cup-1, packet:<route from='cm-1_jsmcp-1_xmppd-1@cm-1_jsmcp-1.cup-1/B4216880F' to='mblack@j-sm-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></presence></route>
```

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

Answer: B

QUESTION 32

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

QUESTION 33

Which device needs to be configured to allow Cisco Unified Presence to receive phone availability updates from subscribed users?

- A. H.323 Trunk
- B. Presence Gateway
- C. MGCP Gateway
- D. SIP Cisco Unified Personal Communicator Gateway
- E. CTI Gateway

Answer: B

QUESTION 34

A user reports that when they are using Cisco Unified Personal Communicator, their status does not change when they are on the phone. What is the typical cause of this issue?

- A. The username or password is invalid.
- B. The Cisco Unified Presence account is locked out.
- C. The user is not associated with the line.
- D. Cisco Unified Presence is not enabled for the user.
- E. Cisco Unified Presence is not enabled for the line.

Answer: C

QUESTION 35

When troubleshooting a single Cisco Unified Presence user complaint, which is the Cisco recommended tool 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

QUESTION 36

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

QUESTION 37

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: CD

QUESTION 38

Which three functions are executed using the Cisco TMS? (Choose three.)

- A. endpoint system upgrades
- B. edit call control
- C. manage phone books
- D. provision Jabber Instant Messaging
- E. create voicemail account
- F. create new conference

Answer: ACF

QUESTION 39

Which Cisco TMS extension integrates Cisco TMS with IBM Lotus Domino Server 7.0.x, 8.0.x, 8.5.x?

- A. TMSXE
- B. TMSXN
- C. TMSBA
- D. TMSPE

Answer: B

QUESTION 40

In Cisco TMS, the conference control center shows event logs in instance basis. Which two prefixes does the event log use to identify changes to series of single instances? (Choose two.)

- A. Conference
- B. Instance
- C. Error
- D. Information
- E. Event

Answer: AB

QUESTION 41

Which three functionalities can be performed by Cisco TMS? (Choose three.)

- A. create conferences
- B. provide routing for the video media streams
- C. integrate with Cisco Unified Communications Manager through a SIP trunk
- D. monitor the system status of video endpoints and their logs
- E. run reports based on endpoint utilization
- F. perform bandwidth management for endpoints based on inter and intra location settings
- G. perform call routing decision for destinations that are not registered or local to the VCS

Answer: ADE

QUESTION 42

Where do you navigate to within Cisco TMS to place a call?

- A. Systems > Navigator > Endpoint > Call Status
- B. Systems > Monitoring > Endpoint > Place Call
- C. Endpoint > Navigator > Call Status
- D. Booking > List Conferences > Place Call
- E. Systems > Navigator > Manage Dial Plan > Place Call
- F. Systems > Navigator > Provisioning > Place Call

Answer: A

QUESTION 43

Which two protocols allow Cisco TMS to manage an EX60 endpoint? (Choose two.)

- A. H.323
- B. SNMP
- C. SMTP
- D. SIP
- E. HTTP/HTTPS
- F. RTCP

Answer: BE

QUESTION 44

Which of the following is an option for using security when setting up a TMS conference?

- A. if possible
- B. Secure
- C. Best effort
- D. Mandatory

Answer: A

QUESTION 45

The Cisco TMS administrator is trying to add participants while booking a new conference. Which three options are presented? (Choose three.)

- A. endpoints
- B. users
- C. Cisco MCUs
- D. multiway address
- E. directory numbers synched from Cisco Unified Communications Manager
- F. SIP URIs synched from Cisco Unified Communications Manager
- G. video AutoAttendant numbers

Answer: ABC

QUESTION 46

Which three components are the minimum needed to enable the FindMe feature for the users of

an enterprise? (Choose three.)

- A. Cisco TelePresence Management Suite
- B. Cisco TelePresence Management Suite Provisioning Extension
- C. Cisco Unified Communications Manager with Extension Mobility Service
- D. Video Communication Server
- E. Cisco IM and Presence
- F. Cisco Webex On Premises deployment
- G. Cisco TelePresence Conductor

Answer: ABD

QUESTION 47

Which four pieces of information does the Cisco TMS Provisioning Extension service provide the VCS? (Choose four.)

- A. user
- B. device
- C. dial plan
- D. routing rules
- E. zone information
- F. phone book
- G. FindMe
- H. gateway

Answer: ABFG

QUESTION 48

When Cisco TMS provisioning is enabled, which four Cisco TMSPE services are used by the VCS for provisioning and FindMe data? (Choose four.)

- A. server diagnostics
- B. devices
- C. users
- D. PLCM directory service
- E. FindMe
- F. live service
- G. database scanner service
- H. phone books

Answer: BCEH

QUESTION 49

When you set up Cisco TMS for provisioning, which option must be configured and properly licensed?

- A. Cisco UCM
- B. Cisco TelePresence EX90
- C. Cisco VCS
- D. Cisco Unity Connection

Answer: C

QUESTION 50

Which three steps are necessary to configure Cisco VCS and TMS to support provisioning functionalities? (Choose three.)

- A. Activate LDAP synchronization on the VCS server to authenticate the end users.
- B. Activate provisioning by installing the Device Provisioning option key on the VCS.
- C. Create groups, users, and assign configuration templates and schemas to the groups on the Cisco TMS.
- D. Install FindME licenses on the Cisco TMS.
- E. Configure phone book sources.
- F. Configure a neighbor zone on VCS pointing to the TSMPE.
- G. Configure the authentication policy on VCS for zones and subzones to "Do not Check Credentials".

Answer: ABD

QUESTION 51

Which four items are needed to provision a user for Cisco Unified Presence? (Choose four.)

- A. Client Services Framework device
- B. directory number
- C. mobility information
- D. voicemail account
- E. assign user to Cisco Unified Presence node
- F. UC service
- G. service profile

Answer: AEFG

QUESTION 52

Which parameter must be set for the end user for Jabber for Windows or Mac to register successfully with Cisco Unified Communications Manager in softphone mode?

- A. primary extension
- B. group membership
- C. subscribe calling search space
- D. remote destination profiles
- E. device association

Answer: A

QUESTION 53

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

QUESTION 54

In which two locations do you configure UDS contact lookups for Jabber clients? (Choose two.)

- A. LDAP directory
- B. enterprise parameters
- C. jabber-config.xml
- D. service parameters
- E. directory profile
- F. user device profiles
- G. call pickup group
- H. security

Answer: CE

QUESTION 55

Which contact photo retrieval method is supported when using UDS as the directory for Jabber?

- A. photo URI, with pictures hosted on a web server
- B. binary object retrieval of the user's jpegPhoto attribute
- C. None, contact photos are not supported with UDS.
- D. binary object retrieval of the user's thumbnailPhoto attribute

Answer: A

QUESTION 56

Cisco Unified Communications Manager is being integrated with Cisco Unity Connection using SCCP. What should the Device Name Prefix be on the Cisco Unity Connection server if the Cisco Unified Communications Manager voice mail server ports are configured using the name CiscoUM1?

- A. CiscoUM1
- B. CUCM
- C. CUCM-1
- D. CiscoUM1-VI
- E. CUCM-V1
- F. CiscoUM1-V1

Answer: D

QUESTION 57

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: AB

QUESTION 58

The administrator of a Cisco Unity Connection system would like to set up a new employee and assign him a password of 123. The system gives him an error when he attempts to save the user. Which two of the following settings sections and features of Cisco Unity Connection should the administrator change to set up the user? (Choose two.)

- A. User Template > Maximum Credential Length
- B. Authentication Rules > Minimum Credential Length
- C. User Template > Check for Trivial Passwords
- D. Restriction Tables > Minimum Credential Length
- E. Restriction Tables > Check for Trivial Passwords
- F. Authentication Rules > Check for Trivial Passwords

Answer: BF

QUESTION 59

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: AC

QUESTION 60

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

- A. Log in to their mailbox with their PIN.
- 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: AD

QUESTION 61

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

- A. Route Pattern
- B. Hunt Group
- C. Route Group
- D. Hunt Pilot

E. Trunk Group

Answer: A

QUESTION 62

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

QUESTION 63

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

QUESTION 64

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

QUESTION 65

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: AC

QUESTION 66

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: ACF

QUESTION 67

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: ABC

QUESTION 68

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: BD

QUESTION 69

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

QUESTION 70

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

QUESTION 71

How are partitions and calling search spaces in Cisco Unity Connection different from partitions and calling search spaces in Cisco Unified Communications Manager?

- A. In Cisco Unity Connection, search spaces do not include partitions.
- B. In Cisco Unity Connection, partitions include calling search spaces.
- C. In Cisco Unity Connection, partitions and calling search spaces are not used.
- D. In Cisco Unity Connection, partitions and calling search spaces function just as they do in Cisco Unified Communications Manager.
- E. In Cisco Unity Connection, only partitions are used.

Answer: D

QUESTION 72

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

QUESTION 73

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

QUESTION 74

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: AB

QUESTION 75

In Cisco Unity Connection, if a user is assigned the Help Desk Administrator role, which updates can that user make?

- A. Mailbox Database
- B. User Templates
- C. Reset User Passwords
- D. VPIM Credentials

Answer: C

QUESTION 76

In Cisco Unity Connection, which three elements are used to provide call management? (Choose three.)

- A. Call Handlers
- B. Restriction Tables
- C. Schedules and Holidays
- D. Route Patterns
- E. Hunt Lists
- F. System Distribution Lists

Answer: ABC

QUESTION 77

Which two statements about call routing on Cisco Unity Connection are true? (Choose two.)

- A. Call routing is done using route lists.
- B. Call routing is done using tables.
- C. Attempt Sign-In and Attempt Forward are both predefined direct routing rules.

- D. You cannot delete the predefined rules.
- E. Opening Greeting is always the first entry.

Answer: BD

QUESTION 78

Refer to the exhibit. If George addresses a message by entering extension 3002, which match does Cisco Unity Connection return?

Search Space	Partitions (in order)
HQ_SS	NY, HQ
NY_SS	NY

User	Search Space	Alternate Extension	Partition
George	HQ_SS	3001	HQ
Bill	HQ_SS	3002	HQ
Alice	NY_SS	3002	NY

- A. Cisco Unity Connection returns Bill as the match.
- B. Cisco Unity Connection returns Alice as the match.
- C. Cisco Unity Connection returns both Alice and Bill as the match.
- D. Cisco Unity Connection randomly returns Alice or Bill as the match.

Answer: B

QUESTION 79

Which two types of objects belong to a partition that is configured in Cisco Unity Connection? (Choose two.)

- A. directory handlers
- B. route patterns
- C. voicemail ports
- D. user alternate extensions
- E. forwarded rules

Answer: AD

QUESTION 80

When creating new user accounts in Cisco Unity Connection, you want to allow users to add alternate extensions to access their voicemail. In which area of the menu do you do this?

- A. under the class of service
- B. under the class of service membership
- C. under the user templates
- D. under the contact templates

Answer: A

QUESTION 81

Which two statements about Cisco Unity Connection video features are true? (Choose two.)

- A. The video greetings feature is not supported in an active-active cluster deployment over the WAN.
- B. The Cisco MediaSense server must be colocated with Cisco Unity Connection with less than 30 ms RTT latency.
- C. To avoid frozen video frames, Cisco Unity Connection and Cisco MediaSense must make use of a blanking file to fill the stream when they are not sending video.
- D. Cisco Unity Connection transcodes video greetings for endpoints with different resolutions.
- E. The Cisco MediaSense server transcodes video greetings for endpoints with different resolutions.

Answer: AC

QUESTION 82

When importing users into Cisco Unity Connection by using AXL, what can cause a user not to be listed in the import view?

- A. if the user primary extension is set to "none" on Cisco Unified Communications Manager
- B. if the userdigest credentials are not set
- C. if the user was imported into Cisco Unified Communications Manager by using LDAP
- D. if the user is not assigned to the Standard CTI Enabled access control group on Cisco Unified Communications Manager

Answer: A

QUESTION 83

The Cisco Unity Connection Serviceability menu provides which two troubleshooting functionalities? (Choose two.)

- A. viewing the status of the Cisco Unity Connection feature service
- B. generating reports that you can view in a range of formats, such as PDF, CSV, or HTML
- C. viewing trace information through the web browser
- D. providing an interface for the "starting and stopping" feature and network services
- E. monitoring the number of threads and processes that are in the system

Answer: AB

QUESTION 84

Which two steps are required when configuring Cisco Unified Communications Manager in the Cisco Unity Express administration menu? (Choose two.)

- A. Select the IP addresses or hostnames of the Cisco Unified Communications Manager servers.
- B. Select the JTAPI username and password.
- C. Select the AXL username and password.
- D. Select the web username and password.
- E. Select the keepalive timers for Cisco Unified Communications Manager polling.

Answer: AB

QUESTION 85

In Cisco Unity Express, which four Call Handling options can you configure on the Voice Mail tab of the GUI? (Choose four.)

- A. distribution list
- B. voice mail phone number
- C. business schedule
- D. maximum sessions
- E. voice mail language
- F. opening greeting
- G. voice mail operator number
- H. calling search space

Answer: BDEG

QUESTION 86

How many distinct auto-attendants can you configure in the Cisco Unity Express GUI?

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

Answer: E

QUESTION 87

After you import users from Cisco Unified Communications Manager Express to Cisco Unity Express, you find that some users are missing. Which two reasons might be causing this problem? (Choose two.)

- A. The username has numbers in the name.
- B. The username has spaces in the name.
- C. The ephone is missing the username and password.
- D. The ephone DN does not have the username and password.
- E. The username is longer than 15 characters.
- F. The ephone is not marked as active.

Answer: BC

QUESTION 88

An external caller to your company's branch office hears an announcement that the branch office is closed, even though the call occurs during open hours. The user's voicemail is configured on a locally installed Cisco Unity Express system. Which two Cisco Unity Express GUI settings should a systems engineer verify, in order to fix the issue? (Choose two.)

- A. Check the Network Time & Time Zone settings on the System tab.
- B. Verify that the NTP Server settings are correct on the Configuration tab.
- C. Verify that the Business Hours settings on the System tab match the branch office open hours.
- D. Check that the Holiday settings on the System tab are correctly set for the branch office.
- E. Verify that the correct time schedule is configured for the Closed greeting for the end user's

voicemail configuration on the Voice Mail tab.

Answer: AC

QUESTION 89

Cisco Unified Communications Manager IM and Presence Service provides which three features? (Choose three.)

- A. integrated management
- B. Cisco Instant Sharing
- C. BLF presence
- D. instant messaging
- E. Microsoft Outlook calendar integration

Answer: ADE

QUESTION 90

Which three statements about Cisco Unified Communications Manager IM and Presence Service are true? (Choose three.)

- A. Cisco Unified IM and Presence is enabled under Services on Cisco Unified Communications Manager, and it is a part of the Cisco Unified Communications Manager server.
- B. Cisco Unified IM and Presence is based on XMPP.
- C. XMPP is a Cisco proprietary protocol.
- D. Cisco Unified IM and Presence can run from the Cisco Cloud and can still use a local call control platform (in hybrid mode).
- E. Mobile devices such as iOS and Android devices are supported.
- F. Cisco Unified IM and Presence provide the user with chat, presence, and remote access features.

Answer: BDE

QUESTION 91

In Cisco Unified Communications Manager IM and Presence Service, what is the role of the AXL/SOAP interface?

- A. It provides LDAP authentication for users of Cisco Jabber.
- B. It handles database synchronization by pulling information from the Cisco Unified Communications Manager database and populating the Cisco Unified Communications Manager IM and Presence Service database.
- C. It allows users to control their phones.
- D. It handles presence information exchange and instant messaging.

Answer: B

QUESTION 92

Which protocol does Jabber use to communicate with the Cisco IM and Presence server when instant messages are sent and received?

- A. MSNP
- B. SIMPLE
- C. XMPP
- D. OSCAR

Answer: C

QUESTION 93

When using Cisco Unified Communications Manager IM and Presence Service in a federated network configuration, which statement about Message Archiver is true?

- A. The sender cluster sends the message to the remote cluster before archiving it.
- B. Message Archiver is not supported in a federated network configuration.
- C. The sender cluster archives the message before sending it to the remote cluster.
- D. The message is archived on the remote cluster only.

Answer: C

QUESTION 94

Which service parameter must be configured in Cisco Unified Communications Manager to enable SIP PUBLISH on a SIP trunk as the mechanism for presence interaction with Cisco Unified Presence?

- A. IM and Presence publish trunk
- B. route class trunk
- C. processing on QSIG trunk
- D. fail call over SIP trunk

Answer: A

QUESTION 95

Which four configurations should you enable on Cisco Unified Communications Manager for integration with Cisco Unified Communications Manager IM and Presence Service? (Choose four.)

- A. Enable Cisco CallManager service
- B. Enable Cisco TFTP service
- C. Enable Cisco CTIManager service
- D. Enable Cisco AXL Web service
- E. Enable Cisco CARWeb service
- F. Enable Cisco Extended Functions service
- G. EnableCisco Instant Messenger service
- H. EnableCisco Unified Presence service

Answer: ABCD

QUESTION 96

Which service must you restart, in order to enable file transfers on the Cisco Unified Communications Manager IM and Presence server?

- A. Cisco SIP Proxy
- B. Cisco Presence Engine
- C. Cisco XCP Router
- D. Cisco Sync Agent

Answer: C

QUESTION 97

Which CCC action applies only to the Cisco TelePresence MPS Series?

- A. block fast update requests
- B. Status Duo Video
- C. move back
- D. release floor

Answer: A

QUESTION 98

Which protocol is prioritized by Cisco TMS for conferencing?

- A. SIP
- B. MGCP
- C. H.323
- D. SCCP

Answer: C

QUESTION 99

How does Cisco TMS set up a call with an endpoint that is registered with Cisco Unified Communications Manager and that is connected to Cisco VCS?

- A. Cisco TMS uses an IP dialing plan.
- B. Cisco TMS uses a SIP trunk.
- C. Cisco TMS removes the top-level domain from calls that go through Cisco Unified Communications Manager.
- D. Cisco TMS drops the call, because it can verify that the trunk between Cisco Unified Communications Manager and Cisco VCS is down.

Answer: B

QUESTION 100

On Cisco TelePresence Management Suite, which two call control devices are supported for call control and setup? (Choose two.)

- A. Cisco Unified Communications Manager Express
- B. Cisco TelePresence Video Communication Server
- C. Cisco Unified Border Element
- D. Cisco Unified Communications Manager
- E. any SIP-capable call control system

Answer: BD

QUESTION 101

Which three are valid system connectivity statuses for systems that are automatically added to Cisco TelePresence Management Suite? (Choose three.)

- A. Inaccessible
- B. Failed
- C. Connected

- D. Reachable on Public Internet
- E. Behind Firewall
- F. Online
- G. Remote Site

Answer: ADE

QUESTION 102

To have a Provisioning menu section available on Cisco TelePresence Management Suite, what must you do?

- A. You must configure an active ISDN zone.
- B. You must install Cisco TelePresence Management Suite Provisioning Extension and activate it on the system.
- C. You must license Cisco TelePresence Management Suite Analytics Extension.
- D. You must set up Cisco TelePresence deployment to support Cisco CMR Hybrid.

Answer: B

QUESTION 103

Which two actions must you take to enable provisioning on Cisco TMS and Cisco VCS? (Choose two.)

- A. Apply a Device Provisioning option key on Cisco VCS.
- B. Enable provisioning on Cisco VCS under Applications > Provisioning.
- C. Configure Users, FindMe, Phonebooks, and Devices individually, as these all have different settings.
- D. Configure a separate server to run provisioning extension services.
- E. Ensure that a service account is able to connect.
- F. Set the polling intervals on Users, FindMe, Phonebooks, and Devices to the same value, in order for the synchronization to work.

Answer: AE

QUESTION 104

What must you do to activate the provisioning feature on a Cisco VCS endpoint?

- A. Install the Device Provisioning option key.
- B. Set a SIP trunk between Cisco VCS and Cisco Unified Communications Manager.
- C. Add the Cisco VCS on the Cisco TMS, and enable Cisco Extension Mobility.
- D. Install Cisco VCS Starter Pack Express.

Answer: A

QUESTION 105

Refer to the exhibit. Which statement about the jabber-config.xml partial output is true?

```
- <Directory>
  <DirectoryServerType>UDS</DirectoryServerType>
  <PresenceDomain>cisco.com </PresenceDomain>
  <BDIPresenceDomain>cisco.com </BDIPresenceDomain>
  <UdsServer>10.255.10.10</UdsServer>
  <BaseFilter>(&(objectCategory=person))</BaseFilter>
  <BDIBaseFilter>(&(objectCategory=person))</BDIBaseFilter>
  <PredictiveSearchFilter>anr=</PredictiveSearchFilter>
  <BDIPredictiveSearchFilter>anr=</BDIPredictiveSearchFilter>
  <DisableSecondaryNumberLookups>0</DisableSecondaryNumberLookups>
  <BDIDisableSecondaryNumberLookups>0</BDIDisableSecondaryNumberLookups>
  <SearchTimeout>5</SearchTimeout>
  <BDISearchTimeout>5</BDISearchTimeout>
  <UseWildcards>0</UseWildcards>
  <BDIUseWildcards>0</BDIUseWildcards>
  <MinimumCharacterQuery>3</MinimumCharacterQuery>
  <BDIMinimumCharacterQuery>3</BDIMinimumCharacterQuery>
  <BDIUserANR>true</BDIUserANR>
  <BDIBDIUserANR>true</BDIBDIUserANR>
</Directory>
```

- A. 10.255.10.10 is the LDAP server address.
- B. The client connects to the directory server by using SSH.
- C. 10.255.10.10 is the Cisco Unified Communications Manager IM and Presence Service address.
- D. The client connects to the directory server by using HTTPS.

Answer: D

QUESTION 106

The UDS for contact resolution is enabled in the service profile configuration of the Cisco Unified Communications Manager. Which action can you execute with your Jabber Desktop?

- A. modify users
- B. search users
- C. change users
- D. delete users

Answer: B

QUESTION 107

Which profile must you add to an end user record, if the end user wants to access voicemail and wants to control a deskphone via CTI with Cisco Jabber?

- A. remote destination profile
- B. device profile
- C. SIP profile
- D. service profile
- E. phone service

Answer: D

QUESTION 108

Which protocol in a SIP Profile Configuration must be enabled for adding an additional media

stream to the existing audio and video streams to share a PowerPoint presentation with Jabber on a laptop?

- A. RSVP
- B. MTP
- C. TRP
- D. BFCP

Answer: D

QUESTION 109

You want to use BFCP for video desktop sharing with Cisco Jabber clients that are registered on two different Cisco Unified Communications Manager clusters. Which option must you configure?

- A. On the SIP profile, select "Allow Presentation Sharing using BFCP."
- B. No option must be configured, because the feature works by default.
- C. Select "Allow Presentation Sharing Using BFCP" in the protocol-specific configuration section of the SIP phones (the CiscoUnified Client Services Framework device).
- D. On the SIP trunk security profile, select "Allow BFCP Protocol."
- E. On the SIP trunk, select "Allow BFCP Video Desktop Sharing."

Answer: A

QUESTION 110

Refer to the exhibit. What can you determine from the Cisco Unity Connection configuration?

New Port Group

Phone System

Create From Port Group Type Port Group

Port Group Description

Display Name*

Authenticate with SIP Server

Authentication Username

Authentication Password

Contact Line Name

SIP Security Profile

SIP Transport Protocol

Primary Server Settings

IPv4 Address or Host Name

IPv6 Address or Host Name

Port

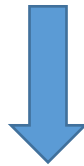
- A. 10.1.1.1 is the Cisco Unity Connection server IP address.
- B. Authentication must be enabled, or MWI is not displayed on the phones.
- C. 10.1.1.1 is the Cisco Unified Communications Manager server IP address.
- D. Cisco Unified Communications Manager voicemail ports must begin with "PhoneSystem."

Answer: C

QUESTION 111

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