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Exam Code: 642-103

Unified Communications for System Engineer

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QUESTION 1

You are the network administrator at Itexamworld . You want to check the performance of a Cisco Unity System on a regular basis. You want to know about any errors the software might be generating. What report would you run to accomplish this task?

- A.Event Log.
- B.Port Usage.
- C.Event Viewer
- D.System configuration.
- E.Unresolved References.

Answer: A

QUESTION 2

You are the Cisco Unity system administrator at Itexamworld . You want to give an existing subscriber access to Cisco Unity Assistant.

What should you do?

- A.Modify the Email account.
- B.Modify the Account policy.
- C.Modify the Class of service.
- D.Modify the Subscriber template.
- E.Modify the Active Directory for users and computers.

Answer: C

QUESTION 3

You are a system administrator at Itexamworld . Itexamworld is running the Unity Telephone Integration Manager (UTIM).

Your newly appointed Itexamworld trainee wants to know what you would configure duringa Cisco CallManager integration.

What will your reply be?

- A.The CallManager IP address, the failover CallManager IP address, the device naming convention, and the MWI on and off codes.
- B.The device name and the MWI on and off codes. The CallManager IP address is not needed as long as they are on the same subnet.
- C.The CallManager IP address and the MWI on and off codes are configured. The failover IP address is added as a second integration in the UTIM.
- D.The CallManager IP address and the failover IP address of the second CallManager. The device naming prefix and the MWI on and off codes are not configurable.

Answer: A

QUESTION 4

You are the network administrator at Itexamworld . Itexamworld has a third-party voice-mail system and a Cisco Unity server. You want to enable the two voice mail system to exchange messages.

What protocol should you use to accomplish this task?

- A.The x400 protocol.
- B.The OSPF Protocol.
- C.The AMIS protocol.
- D.The IMAP protocol.
- E.The PIMG Protocol.

Answer: C

QUESTION 5

You are the network administrator at Itexamworld . Itexamworld has Cisco Unity integrated with Cisco CallManager. Itexamworld users report that Message Waiting indicators are intermittent on some extensions. In an attempt to resolve this issue, you have opened the Integration Monitor. Which of the following statement is true regarding this scenario?

- A.This action will not help.
- B.This action will help in resolving the issue.
- C.This action will help if used in conjunction with transaction data.
- D.This action will not help unless the Extension Specific Processing Utility is also opened.

Answer: A

QUESTION 6

You are the network administrator at Itexamworld . Itexamworld has a Cisco Unity system. The Itexamworld CEO

wants a report that lists the distribution lists available through the Cisco Unity directory.

Which report should you run?

- A.Distribution.
- B.Distribution Lists.
- C.Global Address Lists.
- D.Private Distribution Lists.

Answer: B

QUESTION 7

On which of the following versions of Windows 2000 is Cisco Unity supported?

- A.Windows 2000 Server.
- B.Windows XP Professional.
- C.Windows 2000 Professional.
- D.Windows 2000 Advanced Server.
- E.Windows 2000 Datacenter Server.

Answer: A

QUESTION 8

Which PBX features are required for Cisco Unity to support a full integration? (Choose all that apply.)

- A.Message callservice.
- B.Call message retrieval.

- C.Easy message access.
- D.Direct message retrieval.
- E.Message waiting indication.
- F.Call forward to personal greeting.
- G.Negative positive LED status codes.

Answer: C, E, F

QUESTION 9

Which PBX feature is required by Cisco Unity to perform release to switch transfers?

- A.Easy message access.
- B.Call message retrieval.
- C.Message waiting indication.
- D.Call forward to remote server.
- E.Call forward to personal greeting.

Answer: E

QUESTION 10

You are a Cisco Unity subscriber. What can you change using the Cisco Unity Assistant?

- A.Mailstore.
- B.E-mail alias.
- C.Extension ID.
- D.Email signature.
- E.Standard Greeting.

Answer: E

QUESTION 11

You are a Cisco Unity subscriber. Which of the following can you manage using the Cisco Unity Assistant? (Choose all that apply.)

- A.Password.
- B.Class of service.
- C.Message playback.
- D.Message notification.
- E.Public distribution lists.

Answer: A, C, D

QUESTION 12

What is the correct call handler settings when you want it to a greeting once, then play a school closing announcement after which it must hang up?

- A.Transfer Incoming Calls set to "Yes" and After Greeting actions set to "Hangup".
- B.Transfer Incoming Calls set to "no" after silence.
- C.Transfer Incoming Calls set to "No" and After Greeting action set to "Goodbye".
- D.Transfer Incoming Calls set to "No" and After Greeting action set to "Hangup".

E.RepromptUserAfter This Many Seconds OfSilence set to "2" and Transfer Incoming Calls to "No".

Answer: D

QUESTION 13

How will you employ call handler to have messages taken for the Sales Department delivered to the Sales Public Distribution List?

- A.Set Transfer field Sales Public Distribution.
- B.Set Message Recipient on Messages Page to Public Distribution and then select the Sales Distribution List.
- C.Set Transfer Message Recipients to Sales Manager's mailbox.
- D.Set Transfer field to Sales Managers Mailbox.
- E.Set Optional Extension to the ID for the Sales Public Distribution list.

Answer: B

QUESTION 14

How will the Itexamworld system manager manage to get callers to listen to the greeting in a call handler without interrupting it?

- A.Set thereprompttoI.
- B.Assign an extension that disallows all Caller inputs.
- C.Uncheck the Allow Caller Input field.
- D.Do not program any One Key Menu options.
- E.Lock all the keys to their preprogrammed options on the Caller Input page.

Answer: C

QUESTION 15

How can the Sales Manager of Itexamworld ensure that all vendors listen to the specials on offer via direct access to the Sales call handler bypassing the Opening Greeting Menu structure? (Vendors have been supplied with the extension number to listen to the specials on offer.)

- A.This cannot be done by a call handler.
- B.Uncheck the Allow Caller input on the Sales call handler.
- C.Assign an extension on the Profile page of the Sales call handler.
- D.Program any One Key Menu options.
- E.Uncheck Allow Caller input on the Opening Greeting call handler.

Answer: C

QUESTION 16

One of the Itexamworld customers, a school has purchased a Cisco Unity and had a series of call handlers customized as a homework hotline. Every teacher is supposed to update their homework assignments on this hotline by changing the greeting in the call handler for their classes respectively.

They should be able to change the assignment for their class only.

How can this be accomplished by means of call handlers?

- A.You cannot dothis using call handlers. Only the system administrator may change greetings.
- B.Create an Access List for each of the teachers individually. Provide them with their respective extensions and

teach them to use the Cisco Unity Greetings Administrator.

C. Make each teacher the owner of their individual homework assignment call handler. Provide each teacher with a list of the extensions used by their homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings administrator.

D. Create a public distribution list of all teachers. Make this group the owner of each homework assignment call handler, provide the teachers with a list of the extensions used for each homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings Administrator.

E. Create a public distribution list of all teachers. Make this group the message recipient of each homework assignment call handler. Provide the teachers with a list of the extensions used for each homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings Administrator.

Answer: C

QUESTION 17

The Itexamworld Services Department manager wants a direct complaint service where he will receive live calls that are identified as coming from this call handler. If in the event that he cannot answer, a message should be taken and sent to him.

How can you accomplish this by means of a call handler?

A. Enter the manager's extension in the appropriate box on the Profile page. Use Supervised transfer and check the Introduce check box on the Call Transfer page.

B. Enter the manager's extension in the appropriate box on the Call Transfer page. Use Supervised transfer and uncheck the announce check box on the Call Transfer page.

C. Enter the manager's extension in the appropriate box on the Profile page. Use Supervised transfer and check the Announce check box on the Call Transfer page.

D. Enter the manager's extension in the appropriate box on the Call transfer page. Use Supervised transfer and check the Introduce check box on the Call Transfer page.

E. Enter the manager's extension in the appropriate box on the Call Transfer page. Use Supervised transfer and check the Announce check box on the Call Transfer page.

Answer: D

QUESTION 18

What will the Cisco Unity do in a case where the answering question is in an Interview Box and callers, when prompted to enter their telephone number, answer by means of entering touch tones instead of speaking the telephone number?

A. It will hang up on the caller when the touch tones are entered.

B. It will be played back as touch tones.

C. It will interpret the touch tones and speak the number entered.

D. It will scramble the tones if not properly configured.

E. It will try to transfer to an extension if it matches any of the touch tones entered.

Answer: B

QUESTION 19

Itexamworld has grown to such an extent that its call volume is too much for the staff to handle immediately. To ameliorate the situation the Itexamworld Order Department wants their customers to be able to leave

orders in Cisco Unity and then they will process the orders time permitting. However, the orders should be placed in each order entry person's personal mailbox.

How will you accomplish this?

- A. Build a call handler and set transfer to the order Entry public distribution list.
- B. Build an Interview box and set the Deliver Messages field to the Order Entry public distribution list.
- C. Build an Order handler and set the Owner as Order Entry public distribution list.
- D. Build an Interview Box and set the Owner as Order Entry public distribution list.
- E. Have the orders left in the manager's personal mailbox and they will forward the message.

Answer: B

QUESTION 20

Which functions can you perform with the Cisco Unity Status Monitor when checking your Cisco Unity server status? (Choose all that apply.)

- A. Check to see if the Unity Text to Speech engine is using kernel memory.
- B. Check to see if the Cisco Unity server is running or not.
- C. Check the system memory on the server.
- D. Determine if you want to have reports distributed directly to all system administrators.
- E. Determine if during shutdown of the server, you want to wait until all calls are finished before the server goes down or you want to send a voice message before terminating all calls.

Answer: B, E
