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QUESTION 275 Which type of template should be used when a network engineer adds a new call center agent in the Cisco Unity Connection? A. contact B. call handler C. user D. notification Answer: C
QUESTION 276 Which three choices does a network engineer have when adding a mailbox in Cisco Unity Connection? (Choose three.) A. Import a user from Cisco Unified Communications Manager B. Create a new user in Cisco Unity Connection C. Import a user from Cisco Unified Presence Server D. Import a user from LDAP directory E. Create a user template F. Add a new user from Outlook Answer: ABD
QUESTION 277 An end user is unable to log in to a voice-mail box. Which submenu does the administrator select to reset the user credentials? A. change password B. password settings C. user settings D. custom recordings E. mailbox Answer: A
QUESTION 278 A voice engineer is updating a user extension in Cisco Unity Connection using the Sync Users option. Which two settings must be updated in Cisco Unified Communications Manager to successfully update the Cisco Unity Connection? (Choose two.) A. user IP phone firmware B. primary extension on the user device C. primary MAC address of the IP phone D. primary extension in the user profile E. UC profile in the user profile F. soft key template on the user device Answer: BD
QUESTION 279 For which three reasons would a voice engineer create a separate user template in Cisco Unity Connection? (Choose three.) A. Certain users changed their extensions B. Certain users are in a different partition C. Certain users are using a different call handler D. Certain users are using a different phone system E. Certain users are being added to Cisco Unified Presence Server F. Certain users are being moved to a different branch office Answer: BCD
QUESTION 280 How many servers can be supported in a Cisco Unified Presence Server cluster environment? A. 2 B. 4 C. 6 D. 8 E. 10 Answer: C
QUESTION 281 Which options are two on-premise components of Cisco Unified Presence? (Choose two.) A. Cisco Unified Communication Manager B. Cisco Unified Contact Center Express C. Cisco WebEx D. Cisco Quality Management E. Cisco Unified Contact Center Enterprise Answer: AC
QUESTION 282 Refer to the exhibit. The exhibit shows a partial screen shot for a Cisco Unified Personal Communicator device. When should this device be configured?



The screenshot shows a configuration page for a Cisco Unified Personal Communicator device. The 'Phone Type' is set to 'Cisco Unified Personal Communicator' and the 'Device Protocol' is 'SIP'. Under 'Device Information', there is a warning 'Device is not trusted'. The 'Device Name' field is empty. The 'Description' field is also empty. The 'Device Pool' is set to '-- Not Selected --'. The 'Common Device Configuration' is set to '< None >'. The 'Phone Button Template' is set to '-- Not Selected --'. The 'Common Phone Profile' is set to 'Standard Common Phone Profile'. The 'Calling Search Space' is set to '< None >'. The 'Media Resource Group List' is set to '< None >'. The 'User Hold MOH Audio Source' is set to '< None >'. The 'Network Hold MOH Audio Source' is set to '< None >'. A watermark 'www.passleader.com' is visible in the bottom right corner.

A. when configuring the Service Advertisement Framework feature for Call Control Discovery
B. when Cisco Unified Personal Communicator is used in desk-phone mode
C. when Cisco Unified Personal Communicator version 7.0 is used in soft-phone mode
D. when Cisco Unified Personal Communicator version 8.0 is used in soft-phone mode
E. when Cisco Unified Personal Communicator version 8.0 is used in desk-phone mode
Answer: C

QUESTION 283 How fast can Cisco Unified Communications Manager generate CDR and CMR files?
A. one CDR file and one CMR file every second for up to 1 minute
B. one CDR file and one CMR file every minute for up to 1 hour
C. ten CDR files and ten CMR files every hour for up to 1 day
D. ten CDR files and ten CMR files every day for up to 1 week
Answer: C

QUESTION 284 Which Cisco Unified Communications Manager system report shows high and low call volume patterns?
A. CAR report
B. QoS by Gateway
C. QoS by call types
D. traffic summary
E. traffic summary by extension
Answer: D

QUESTION 285 Which Cisco Unified Communications Manager device report provides key information to determine if an additional gateway is needed?
A. gateway utilization
B. gateway summary
C. gateway detail
D. gateway and line group utilization
Answer: A

QUESTION 286 A voice engineer wants to monitor system activities using the RTMT tool. Which step is next after navigating to Cisco Unified Reporting?
A. system > scheduler > CDR
B. system reports > unified CM data summary > generate report
C. system > tools > reports
D. tools > CDR analysis and reporting
Answer: B

QUESTION 287 A voice engineer is using RTMT to monitor voice-mail usage. Which server's IP address does the engineer enter when RTMT is starting?
A. Cisco Unified Communications Manager publisher
B. Cisco Unified Presence Server subscriber
C. Cisco Unity Connection publisher
D. Cisco Unified Communications Manager subscriber
Answer: C



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