

Cisco

Exam 640-461

Introducing Cisco Voice and Unified Communications Administration

Version: 20.0

[Total Questions: 300]

Topic break down

Topic	No. of Questions
Topic 1: Unity Connection	11
Topic 2: CUCM	31
Topic 3: CUCME	14
Topic 4: IP Phone	16
Topic 5: Qos	16
Topic 6: Unified Personal Communicator	9
Topic 7: Unified Presence	7
Topic 8: Extension Mobility	1
Topic 9: Basic Telephony	1
Topic 10: Drag and Drops	2
Topic 11: Mix Questions	192

Topic 1, Unity Connection**Question No : 1 - (Topic 1)**

Which two fields are required parameters when manually creating users on Cisco Unity Connection with predefined templates? (Choose two.)

- A. Username (alias)
- B. Extension
- C. First name and last name
- D. Employee ID
- E. Title

Answer: A,B

Explanation: following items need to be configured when creating new user from predefined template:

User Template Type (extension), Based on Template, Alias, Display Name, Mailbox Store, Outgoing Fax Server, Phone System, Generate SMTP Proxy Address From Corporate Email Address (*Cisco Unity Connection 8.5 and Later only*)

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg030.html#wp1521731

Question No : 2 - (Topic 1)

Which three rules are valid transfer rules in Cisco Unity Connection? (Choose Three)

- A. Standard
- B. alternate
- C. closed
- D. holiday
- E. nonstandard

Answer: A,B,C

Explanation:

Standard Transfer Rule

This transfer rule applies during the work hours that your Cisco Unity administrator

specified for your organization, or in other situations when no other transfer rule is enabled. By design, the standard transfer rule cannot be disabled.

Alternate Transfer Rule

Enable this transfer rule to apply during a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls directly to voice mail while you are out of the office or you may want to transfer your calls to a different extension if you are temporarily working from another location.

As long as it is enabled, the alternate transfer rule overrides all other transfer rules.

Closed Transfer Rule

Enable this transfer rule if you want Cisco Unity to perform different transfer actions during the nonwork hours that your Cisco Unity administrator specified for your organization. (For example, you may want to route all your calls directly to voice mail during nonwork hours.)

As long as it is enabled, the closed transfer rule overrides the standard transfer rule during nonbusiness hours.

http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/user/guide/assistant/ex/cuugass te070.html

Question No : 3 - (Topic 1)

Which Cisco Unity Connection report provides a summary view of the current size, last error condition, and status of the mailbox store?

- A. Users
- B. Message Traffic
- C. Mailbox Store
- D. System Configuration

Answer: C

Question No : 4 - (Topic 1)

Users report that all external callers are leaving urgent voice-mail messages. Where can this behavior be changed?

- A. Under the Phone Menu Configuration > Unidentified Callers Message Urgency
- B. Under the Opening Greeting > Unidentified Callers Message Urgency
- C. Under the Message Settings > Unidentified Callers Message Urgency
- D. Under the System Call Handlers > Unidentified Callers Message Urgency
- E. Under the Voice-mail Box Settings > Unidentified Callers Message Urgency

Answer: C

Explanation: message urgency indicates the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcu_cg010.html#wp1051385

Question No : 5 - (Topic 1)

Which three options are valid for creating users in Cisco Unity Connection? (Choose three.)

- A. manual creation
- B. bulk using *.csv file
- C. bulk using enterprise parameters
- D. Cisco Unity Connection Serviceability
- E. automatic creation through TUI by users dialing into voice mail
- F. import through Active Directory

Answer: A,B,F

Explanation: Cisco Unity Connection Serviceability, a web-based troubleshooting tool for Cisco Unity Connection.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/serviceability/cuc_administration/guide/2xcucservag010.html

Question No : 6 - (Topic 1)

Which tools allow the administrator to migrate users from Cisco Unity to Cisco Unity

Connection?

- A. Cisco Object Backup and Restore Application Suite
- B. Cisco Disaster Recovery Framework Tool
- C. Cisco Real Time Monitoring Tool
- D. Cisco Unity Serviceability Tool

Answer: A

Explanation: To migrate messages and data from Cisco Unity 4.0(5) or later to Connection 8.x, we recommend that you use the Cisco Unified Backup and Restore Application Suite (COBRAS) instead of the Migrate Messages and Migrate Users utilities.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcu_csag030.html#wp1053312

Question No : 7 - (Topic 1)

When creating a Cisco Unity Connection user template, which element should you configure to automatically play a "This department is closed" message at specific hours?

- A. greeting schedule
- B. extension greetings
- C. schedule
- D. active schedule

Answer: D

Question No : 8 - (Topic 1)

Users report that when they press the Messages button on their phones, they often get a busy tone. Which option can rectify this issue?

- A. Disable the Callers Can Edit Messages checkbox under the Message settings
- B. The CSS for the phones does not contain the voice-mail port partitions
- C. The CSS for the phone does not contain the voice-mail pilot partition.
- D. Precede all Cisco Unity Connection greetings to announce that each message is limited

to 90 seconds long to free up voice-mail ports.

Answer: A

Question No : 9 - (Topic 1)

By default, how many failed attempts at signing into Cisco Unity Connection is a user allowed before their account is locked out?

- A. 2
- B. 3
- C. 4
- D. 5
- E. 6
- F. no limit

Answer: B

Question No : 10 - (Topic 1)

To monitor the service health and performance, which service should you activate in Cisco Unity Connection?

- A. CUC Performance Service
- B. CUC System Auditing
- C. Real-Time Monitoring Tool
- D. Cisco Serviceability Reporter

Answer: D

Question No : 11 - (Topic 1)

Which statement about Cisco Unity Connection user templates is true?

- A. Changes in user templates affect only new users to be created.
- B. Changes in user templates affect only existing users.
- C. Changes in user templates affect new and existing users.

D. Changes in user templates have no impact on users unless those users are imported through Active Directory.

Answer: A

Explanation: changes to the template will not affect any currently existing user accounts that were based on the template when they were created. Changes to a user template affect only those accounts that are created subsequent to the changes.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/1x/user_mac/guide/mac060.html

Topic 2, CUCM

Question No : 12 - (Topic 2)

In which scenario is it possible to have the same directory number configured on two different lines or phones and not be a shared line?

- A. directory number assigned to different partitions
- B. directory number assigned to the same partition
- C. directory number assigned to different calling search spaces
- D. directory number assigned to the same calling search space

Answer: A

Explanation: You can set up one or more lines with a shared-line appearance. A Cisco Unified Communications Manager system considers a directory number to be a shared line if it appears on more than one device in the same partition.

Link:

http://cisco.biz/en/US/docs/voice_ip_comm/cucmbe/admin/8_6_1/ccmsys/a03dn.html#wp1100362

Question No : 13 - (Topic 2)

Which two types of device can the Cisco Unified Disaster Recovery use as a backup

target? (Choose two.)

- A. DVD RAM drive
- B. FTP server
- C. tape device
- D. TFTP server
- E. WebDAV server
- F. SFTP server
- G. CD RAM

Answer: C,F

Explanation: Cisco unified disaster recovery choose one of the following backup devices.

Tape Device—Stores the backup file on a locally attached tape drive

Network Directory—Stores the backup file on a networked drive that is accessed through an SFTP connection

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/drs/7_0_1/DRS_CUCM/drsag701.html#wp195093

Question No : 14 - (Topic 2)

A user in Cisco Unified Communications Manager Administration has been added to the Standard CCM Admin Users group, which includes the Standard CCMADMIN Administration role, but the user cannot add new users.

What is the cause of this issue?

- A. The add user capability has been disabled for the group
- B. The incorrect group and role were assigned.
- C. The add user capability has been disabled for the role.
- D. Only theCCMAdmin user can add users.
- E. Users can be added only via LDAP

Answer: C

Explanation:

The Standard CCM Admin Users role includes no permissions beyond logging into Cisco Unified

Communications Manager Administration. The administrator must add another

authorization role to define the parts of the Cisco Unified Communications Manager Administration that the user can administer.

The Standard CCMADMIN Administration role allows a user to access and make changes in all of Cisco Unified Communications Manager Administration.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/admin/8_6_1/ccmsys/a02mla.html

Question No : 15 - (Topic 2)

An administrator wants to locate and remove all unassigned directory numbers on the Cisco Unified Communications Manager system. Which method is the best method to accomplish this task?

- A. Choose Device > Phone. Search all phones and remove the undesired directory numbers.
- B. Use the Dial Plan Installer to remove the directory numbers.
- C. Use the Disaster Recovery System to restore only valid directory numbers.
- D. Choose Call Routing > Route Plan Report, choose the Unassigned DN drop-down menu, and then remove all orphaned directory numbers.
- E. Choose Device > Device Settings > Device Defaults and use the wizard to locate and remove the orphaned directory numbers.

Answer: D

Explanation: A. Assigned phone could be deleted from device>phone option. E. Device defaults are used to updating devices.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_5_1/ccmcfg/b03rtrep.html#wp1024696

Question No : 16 - (Topic 2)