# 642-467<sup>Q&As</sup>

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

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**QUESTION 1**

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

Correct Answer: CD

**QUESTION 2**

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.

Correct Answer: BF

**QUESTION 3**

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

Correct Answer: A

**QUESTION 4**

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.

Correct Answer: A

**QUESTION 5**

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.

Correct Answer: B

**QUESTION 6**

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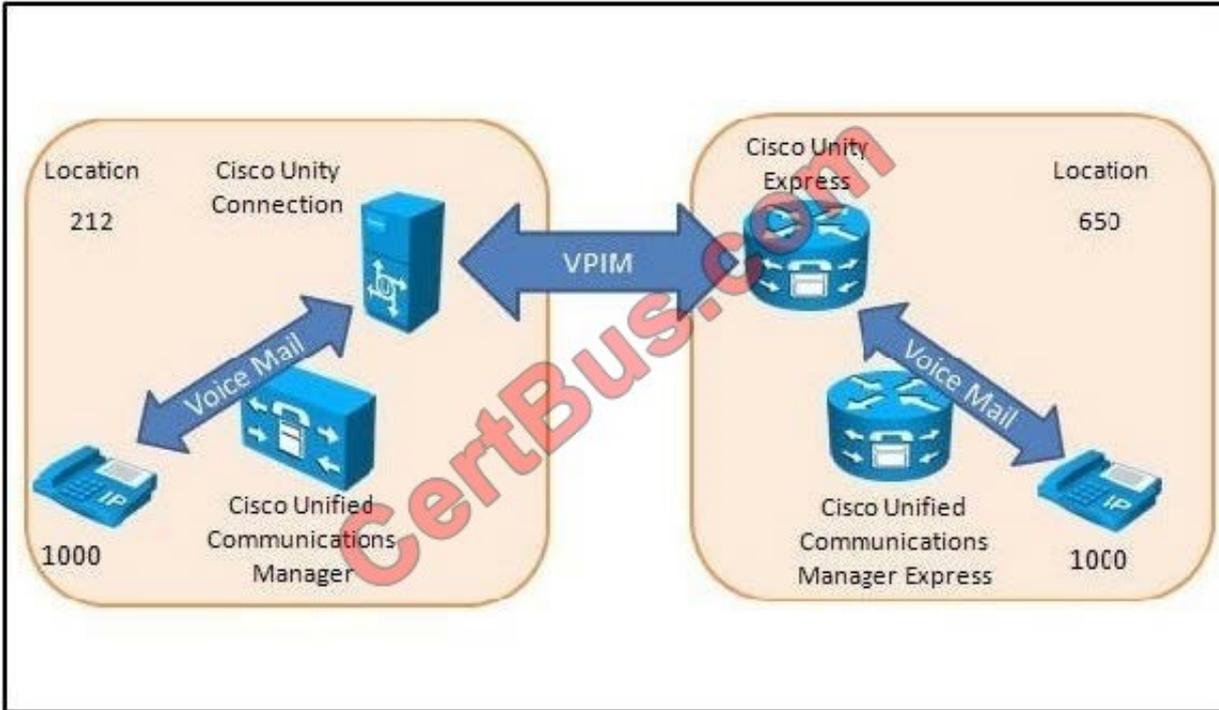
When the Cisco Unity Connection and Cisco Unity Express systems are networked together using VPIM, which of the following statements is true?

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.

Correct Answer: B

**QUESTION 7**

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.

Correct Answer: C

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**QUESTION 8**

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

Correct Answer: B

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**QUESTION 9**

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

Correct Answer: ABCFHI

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**QUESTION 10**

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.

Correct Answer: AC

**QUESTION 11**

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

Correct Answer: E

**QUESTION 12**

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.

Correct Answer: DF

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