CCNA Voice 640-460 Practice Tests - Cisco Unified Communications Architecture

Topic 1 - Describe the components of the Cisco Unified Communications Architecture. (6 Questions) - Describe the function of the infrastructure in a UC environment - Describe the function of endpoints in a UC environment - Describe the function of the call processing agent in a UC environment - Describe the function of messaging in a UC environment - Describe the function of auto attendants and IVRs in a UC environment - Describe the function of contact center in a UC environment - Describe the applications available in the UC environment, including Mobility, Presence, and Telepresence - Describe how the Unified Communications components work together to create the Cisco Unified Communications Architecture Question 1 Which Cisco Unified Communications layer is the call processing layer? A.Layer A including video,communications client, software-based phones, IP Phone B.Layer B including Voice mail,Presence, Contact Center C.Layer C including Cisco Unified Communications manger, Directory Server. D.Layer D inclu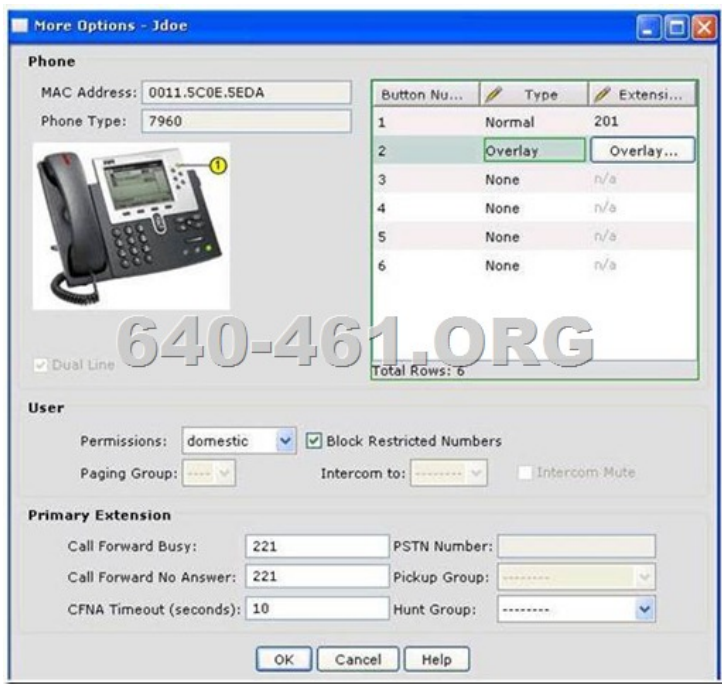ding Gateway, Router, Switch. Answer: C Explanation: This question tests the different layers of Cisco Unified Communications infrastructure. A: The components contained in Layer A belong to the endpoints layer, which provide the communication terminal for UC. B: The components contained in Layer B belong to the applications layer, which provide UC application based on CUCM. C: Layer C is the call processing layer of the UC infrastructure. D: The components contained in Layer D belong to infrastructure layer, providing the underlying infrastructure for UC. They mainly function as the voice gateway, terminal access and intermediary. Question 2 Which four of the following are Cisco-supported IP telephony deployment models? A.Single site B.Multisite with centralized call processing C.Clustering over the IP WAN D.Multisite with distributed call processing Answer: A B C D Explanation: Common Cisco-supported IP telephony deployment models include: 1. Single Site; 2. Multi-site Centralized; 3. Multi-site Distributed; 4. Distributed Single Cluster Question 3 In telephony, an automated attendant (also auto attendant or auto-attendant, or sometimes autoattendant or AA) system allows callers to be automatically transferred to a user's extension without the intervention of a receptionist. A receptionist, who acts as the telephone operator, can be reached by pressing 0 on most systems. Although an automated attendant is usually a feature on modern PBX and key phone systems, it is possible to provide one on standard lines and phones .Which best describes the auto-attendant in a Cisco Unified Communications environment? A.automatically intruct the system what to do when it reaches a particular system ID B.automatically allows callers to leave voice-mail messages 24 * 7 C.greets and guides callers through a telephony system in a friendly and timely manner, allowing them to reach an endpoint, leave messages, or speak to an operator D.allows the option of listening to, composing, replying to, forwarding, or deleting calls or voice-mail messages through a website without the need of a live telephone operator Answer: C Cisco Unified Communications Manager Auto-Attendant allows callers to locate people in your organization without talking to a receptionist. It works with Cisco Unified Communications Manager to receive calls on specific telephone extensions. The software interacts with the caller and allows the caller to search for and select the extension of the party that the caller is trying to reach. It provides the following functions: Answers a call; Plays a user-configurable welcome prompt; Plays a main menu prompt that asks the caller to perform one of three actions: Press 0 for the operator;   Press 1 to enter an extension number;   Press 2 to spell by name.   Question 4 You are CCNA VOICE associate in Lead2pass.com. Please explain the parameter Overlay on button number 2.

A.It means that this IP phone has more than one extension configured on line 2.   B.It means any calls to line 1 when busy will be automatically forwarded to line 2.   C.It means that the user can dial using any Overlay application, for example, Click to dial application.   D.It means that the extension on line 2 is part of an Overlay group that handles calls that have been sitting in the queue and exceed the "Lay" limit.   Answer: A   Explanation: This question tests the function of Overlay parameter.   Overlay is used when a button has more than one number at the same time. Whichever number you dial, the phones on this line will all respond. However, it only displays the first number when call out.   Question 5   In a Cisco UCM multisite WAN with centralized call-processing deployment model, what redundancy feature should be configured on remote site routers to provide basic IP telephony services in the event of a WAN outage?   A.AAR   B.SRST   C.CAC   D.V3PN   Answer: B   Explanation: Cisco Unified Survivable Remote Site Telephony is a unique feature set embedded in the software running on Cisco routers. It takes advantage of a remote office's existing network to provide multi feature call-processing redundancy for centralized Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition deployments if the office's or the teleworker's home WAN connection is lost Question 6   What is the Layer 2 overhead (in bytes) for Frame Relay traffic?   A.3 bytes   B.5 bytes   C.6 bytes   D.18 bytes   Answer: C   Explanation: The Layer 2 overhead (in bytes) for Frame Relay traffic is a fixed value. Choose C.