

# 642-104

## Cisco

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**Question: 1**

You are configuring a Cisco Unity voice messaging system to exchange messages with several nodes in an Octel analog network. As a part of your work, you use the Configuration Manager utility to create an account and mailbox on the Cisco Unity system. When you press the Create Bridge Account button, what has been created?

- A. A Cisco Unity Bridge account and mailbox.
- B. A Cisco Unity Bridge account and mailbox for each Octel node on the network.
- C. A UOmni account and mailbox.
- D. A UOmni account and mailbox for each Octel node on the network.

**Answer: C**

**Question: 2**

Cisco Unity is integrated with Cisco CallManager at a company. The customer reports that Message Waiting indicators are intermittent on some extensions. You have opened up Integration Monitor to help resolve the issue.

Which statement is true?

- A. This action will not help.
- B. This action will help resolve 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: 3**

In an Exchange 2000 environment, which method does Cisco Unity use to send voice mail to other Cisco Unity servers in the same Exchange routing group?

- A. Cisco Unity cannot deliver voice mail to other servers.
- B. Cisco Unity sends voice mail directly to the SMTP connector and the SMTP connector delivers these to the remote Cisco Unity server.
- C. Cisco Unity delivers voice mail from the local information store through the Unity Internet Voice Gateway and then SMTP is used to transport the voice mail to the remote Cisco Unity server.
- D. Cisco Unity delivers voice mail from the local information store through the X.400 gateway and then through the Cisco Unity Voice Connector. The voice mail is then passed off to the SMTP gateway for delivery to the remote Cisco Unity server.

**Answer: B**

**Question: 4**

Which Cisco Unity utility is used to customize settings for a particular telephone switch?

- A. IntLib
- B. ConfigMgr
- C. Maestro Tools
- D. Edit Switch Utility

**Answer: D**

**Question: 5**

What is the proper sequence for installing software on the Cisco Unity server in a 36 Port Unified Messaging configuration?

- A. Windows 2000  
SQL2000  
Cisco Unity System Preparation Assistant (CUSPA)  
Exchange System Management Tools  
Cisco Unity Installation and Configuration Assistant (CUICA)
- B. Windows 2000  
MSDE  
Cisco Unity System Preparation Assistant (CUSPA)  
Exchange System Management Tools  
Cisco Unity Installation and Configuration Assistant (CUICA)
- C. Windows 2000  
SQL2000  
Cisco Unity System Preparation Assistant (CUSPA)  
Microsoft Exchange  
ForestPrep  
Cisco Unity Installation and Configuration Assistant (CUICA)
- D. Windows 2000  
Cisco Unity Preparation Assistant (CUSPA)  
SQL2000  
Microsoft Exchange  
Cisco Unity Installation and Configuration Assistant (CUICA)

**Answer: A**

**Question: 6**

Which two objects should you configure prior to adding subscribers? (Choose two)

- A. Account policy
- B. Subscriber IDs
- C. Access control list
- D. Subscriber template

**Answer: A, D**

**Question: 7**

You want Cisco Unity to lock the voice-mail account if there are more than five invalid password entries for new accounts you create. What would give you control over these settings?

- A. Account policy
- B. Class of services
- C. User security containers
- D. Active Directory Users and Computers (ADUC) account policies

**Answer: A**

**Question: 8**

The manager of the Service department wants to set up a direct complaint service where the manager will receive live calls that are identified as coming from this call handler. If the manager does not answer, a message will be taken and sent to the manager. How can you accomplish this using a call handler?

- A. Enter the manager's extension in the appropriate box in 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 in the Profile page;  
Use Supervised transfer and check the Announce check box on the Call Transfer page
- C. 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
- D. 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: C**

**Question: 9**

Your customer has asked to install a 16-port Cisco Unity voice-mail-only system. Which three software applications does Cisco Systems recommend that you use in this configuration?  
(Choose three)

- A. Exchange 5.5
- B. SQL 2000
- C. Windows 2000 Server
- D. MSDE 2000
- E. Internet Voice Connector
- F. Exchange 2000

**Answer: C, D, F**

**Question: 10**

Your client's 200-call handler application is experiencing problems. It seems certain "one-key" selections do not send the caller to the appropriate call handler. You suspect that your customer configured some "one-key" options incorrectly.

Which report or utility in Cisco Unity can you use to investigate this problem?

- A. The Call Handler report
- B. db Walker
- C. Audio Text Manager
- D. Cisco Unity Performance Information and Diagnostics

**Answer: C**

**Question: 11**

Your customer's telephone system vendor has changed the message waiting codes on your customer's circuit-switched telephone system. Message waiting lamps are no longer being lit when a subscriber has a new voice-mail message in Cisco Unity. What would you use to set the new lamp codes in Cisco Unity?

- A. Integration page of Cisco Unity System Administration screens
- B. Switch Integration utility
- C. Edit Switch utility
- D. Telephone Integration Monitor

**Answer: C**

**Question: 12**

A customer is answering questions in an Interview Box. The caller, when prompted to enter his telephone number, entered touch tones rather than speaking the telephone number. What does Cisco Unity do with the answer?

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