

# 642-415

## Cisco

### *Unified Communications Architecture and Design*

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**Question: 1**

Consider the following customer attributes and choose the correct IP telephony call processing model:

- A large campus that spans two PSAP areas
- A single group of buildings connected via fiber optics
- Data VPNs that support multiple contractors and suppliers
- A fully developed three-tier network hierarchy
- Connectivity to two different service providers for Internet access

- A. Single-site call processing
- B. Centralized call processing
- C. Hybrid call processing
- D. Distributed call processing

**Answer: A**

**Question: 2**

What information is relevant to choosing an IP telephony centralized call processing model?

- A. Multiple PRIs to the PSTN
- B. A campus of six buildings connected via an ATM backbone
- C. Three small regional sales offices located in the three Western time zones
- D. Centralized order processing, shipping, and billing for all customer products
- E. Connectivity to a single service provider that hosts the company web site and provides for Internet access
- F. A single six-story building with an IDF on each floor and an MDF in the computer room on the second floor

**Answer: C**

**Question: 3**

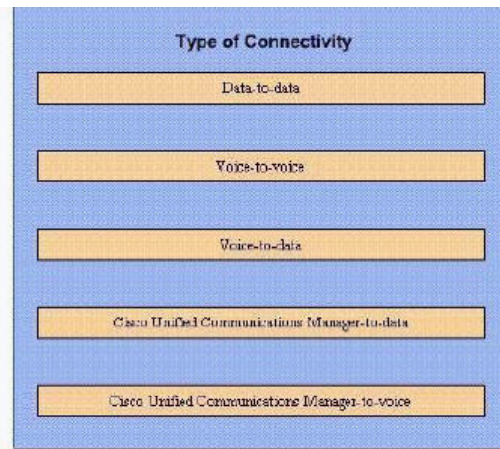
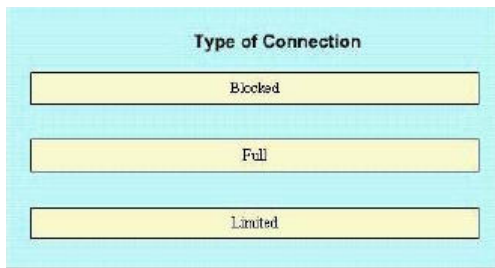
In a TDM PBX to Cisco Unified Communications Manager migration, which three things must be verified from the LAN perspective before IP telephony can be deployed? (Choose three.)

- A. The type of wiring in the office
- B. The number of PSTN connections needed
- C. The number of public IP addresses available
- D. The amount of rack space in the equipment rack
- E. The amount of power that is available to support new LAN switches

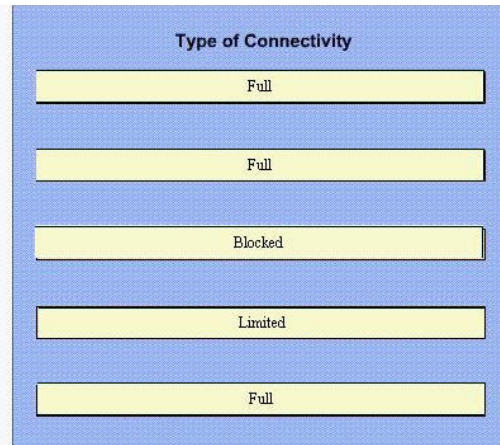
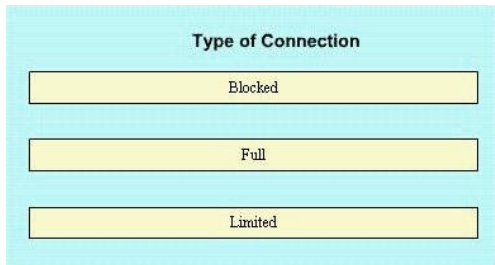
**Answer: A, D, E**

**Question: 4**

The internet will have three VLAN types to support voice and data traffic; one type for voice, one type for data, and one type for the Cisco Unified Communications Manager cluster. How should inter-VLAN connectivity be deployed? Drag and drop the type of connectivity to each type of connection. Types of connections may be used more than once.



**Answer:**



**Question: 5**

Ajax wants to ensure that their employees are safe and that they comply with the law. What are four general E911 responsibilities of an enterprise telephony system? (Choose four.)

- A. Enable PSAP call-back.
- B. Initiate the update of ALI records.
- C. Provide a detailed map of all ERLs.
- D. Allow conferencing with internal security personnel.
- E. Route calls to the appropriate point (on-net or off-net).
- F. Deliver appropriate calling party number digits to LEC.

**Answer: A, B, E, F**

**Question: 6**

What are two conferencing guidelines for a single-site deployment? (Choose two.)

- A. Use hardware conferencing only for small deployments
- B. If available, configure DSPs for flex-mode when there are multiple codec types in use.
- C. Group any conferencing resources into MRGLs based on their location, to manage Call Admission Control.

D. Make certain that Meet-Me and Ad-Hoc conference resources each account for a minimum of 5% of the user base.

**Answer: B, D**

**Question: 7**

Ajax needs to provide technical support outside of normal operating hours. They would like to deploy a small test call center to develop the skills necessary to provide phone, chat, and e-mail support. Ajax wants to start with five agents. Which two connection types would be applicable for use with the planned contact center? (Choose two.)

- A. PRI
- B. CAS
- C. E&M
- D. QSIG
- E. POTS

**Answer: A, B**

**Question: 8**

Indicate whether T1s or E1s are available in your area. (Note: If both are available, choose the one with which you are most familiar.)

Number Of Lines	Traffic Offered for P(0.01) 1%	Traffic Offered for P(0.02) 2%	Traffic Offered for P(0.03) 3%	Traffic Offered for P(0.04) 4%
5	1.4	1.6	1.9	2
6	1.9	2.2	2.5	2.7
72	57.9	60.9	63.2	65
73	58.8	62	64.2	66
74	59.7	62.9	65.1	67.1
75	60.7	63.9	66.2	68
86	70.9	74.4	76.9	79
87	71.9	75.3	77.9	80
88	72.8	76.4	78.9	81
89	73.7	77.3	79.9	82.1
90	74.6	78.3	80.9	83
113	96.2	100.6	103.6	106.2
114	97.2	101.5	104.6	107.3
115	98.2	102.5	105.7	108.2
116	99.2	103.4	106.6	109.2
117	100.1	104.4	107.6	110.3

- A. T1
- B. E1



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