9E0-851

Cisco
Customer Response Solution 3.0 Exam (CRS)

QUESTION 1
In the Cisco IP Telephone architecture, what is the purpose of the Gateway?

A. Connect the enterprise IP Telephony network to the PSTNB. Stores configuration information and application
scripts for CRSC. Provides basic services for Voice over IP and manages gatewaysD. Allows designers to create,
modify, and debug CRS Application scripts.

Answer: A

QUESTION 2
Which step must be executed before an email can be sent?
A.send email
B.attach email
C.create email
D.delete email

Answer: C
Before sending an email you must create it.

QUESTION 3
In the Cisco IP Telephony architecture, what is the purpose of the Cisco Supervisor Desktop software?
A.Monitors CRS applications and all contact activity.
B.Allows for silent monitoring and recording of ICD calls in process.
C.Allows for customization of screen pop information and call workflows.
D.Allows ICD supervisors to reskill ICS agents and change skill competencies.

Answer: D

QUESTION 4
How do you back up the LDAP database?
A.Copy the file C:\Program Files\WFWID\LDAP.DAT to a floppy.
B.Use the IP Telephony Application Backup Utility on the CRS Server.
C.Copy the file C:\Program Files\WFAWID\.DAT to a TFTP Server.
D.Use the IP Telephony Application Backup Utility on the CallManager Server.

Answer: D
If your call manager is integrated withiPlanetLDAP or Active Directory then those get backed up with your regular
windows backups. But with the Cisco's DC Directory, this directory is backed up from the BARS tool running on the
call manager. The CiscoIP Telephony Applications BackupUtility supports the following applications:
1.Cisco CallManager
2.Cisco Customer Response Solutions (CRS)

3.Cisco CDR Analysis and Reporting (CAR)
4.Cisco Emergency Responder

QUESTION 5
In the Cisco IP Telephony architecture, what is the purpose of the Cisco Voice Gateway?
A.Connects the enterprise IP Telephony network to the PSTN.
B.Stores configuration information and application scripts for CRS.
C.Provides basic services for Voice over IP, and manages gateways.
D.Allows designers to create, modify, and debug CRS Application scripts.

Answer: A

QUESTION 6
What information does the "show" command provide?
A.CRS configuration data.
B.CRS system IP address only.
C.Application running on CRS.
D.CRS memory statistics and Windows diagnostics information.

Answer: D
CRS has a command SHOW in DOSPrompt, thatcan take various arguments.
Important "show win" will show Windows Diagnostic information "show tech" will show all CRS installed modules.

QUESTION 7
In the Cisco IP Telephony architecture, what is the purpose of the Cisco CRS Server?
A.Hosts the CRS engine.
B.Connects the enterprise IP Telephony network to the PSTN.
C.Stores configuration information and application scripts for CRS.
D.Provides basic services for Voice over IP, and manages gateways.

Answer: A

QUESTION 8
Which three JTAPI call states are controlled by the caller and/or CRS application? (Choose three)
A.Rejected
B.Received
C.Accepted
D.Transferred
E.Abandoned
F.Disconnected

Answer: D, E, F

QUESTION 9
What CRS Server configuration enabled the CRS Server to fail over to a secondary CallManager when the

primary
CallManager fails?
A.The LDAP Directory must have a secondary profile configured.
B.No special configuration is required. CallManager maintains the failover.
C.There must be a second JTAPI user configured with an alternate range of CTI ports.
D.The CRS Server's JTAPI Provider must be configured with the secondaryCallManager'sIP address following the
primaries.

Answer: A

QUESTION 10
Which statement is true about email address used in the email subsystem config page?
A.If no address is specified in the send email step , it will use the default
B.All send email step can automatically sent as a bind CC to the default
C.Alarms that are generated by the CRS server are automatically sent to it
D.If no email contact is specified in the create email step , the default is use

Answer: A

QUESTION 11
How do you create and deploy an application?
A.assign trigger only
B.add application only
C.add application and then assign trigger
D.assign trigger and then add application

Answer: B

QUESTION 12
Which three export formats are supported in Historical Reporting? (Choose three)
A.PDF
B.XML
C.CSV
D.DOC
E.Word
F.Excel

Answer: A, B, C

QUESTION 13
What are two ways a call can be documented as abandoned? (Choose two)
A.The agent hangs up on the caller.
B.The caller hangs up before reaching an agent.
C.The error in workflow causes the caller to be dropped.
D.The caller hangs up after reaching a sessionhandled step.

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