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Drive: <https://drive.google.com/folderview?id=0B272WrTALRHcV0V4N2pvOUpFcUk&usp=sharing> QUESTION 61 Which message-handling behavior describes how Cisco Unity Connection Single Inbox works for Outlook users who do not have ViewMail installed? A. Cisco Unity Connection voice messages are treated as emails without a WAV file attachment. B. Cisco Unity Connection voice messages are treated as voice messages. C. Cisco Unity Connection voice messages are treated as emails with a WAV file attachment. D. Cisco Unity Connection adds a Voice Outbox folder to the Outlook mailbox. E. Replies to Cisco Unity Connection voice messages are sent to Exchange as well as the Cisco Unity Connection mailbox for the recipient. Answer: C Explanation: Cisco unity here acts as a imap server for the outlook user who don't have view mail installed so user send their request as an imap client and unity will revert back with email and wav file attached to play. QUESTION 62 When Single Inbox is configured, what will happen to an email message that was moved from any Outlook folder to the Voice Outbox folder? A. The email message will be delivered to Cisco Unity Connection. B. The email message will be kept in the Voice Outbox folder. C. The move will fail because the operation is not supported. D. The email message will be moved to the Deleted Items folder. E. The email message will be permanently deleted and will not be retrievable. Answer: D Explanation: Voice messages queue for delivery in the Voice Outbox folder that is why it shows in Deleted Items folder. QUESTION 63 Which Cisco Unity Connection call handler greeting, when enabled, overrides all other greetings? A. holiday B. closed C. internal D. busy E. alternate Answer: E Explanation: An Alternate greeting might be enabled to override the Standard Greeting during certain times. Because it is a personal greeting used for specific purpose. QUESTION 64 Which three Cisco Unity Connection call handler greetings can be overridden by the internal greeting? (Choose three.) A. holiday B. alternate C. error D. busy E. closed F. standard Answer: AEF Explanation: This greeting overrides the Standard, Closed, and Holiday greetings but only for internal callers or users defined in Cisco Unity Connection. Because the mentioned three greetings are defined for external users. QUESTION 65 Which Cisco Unity Connection call handler message is played when a caller enters a string of digits that is not found in the search scope? A. error B. closed C. internal D. busy E. alternate Answer: A Explanation: As soon as unity find the unexpected behavior it prompt the error message to the user. QUESTION 66 What is the default treatment of a message that is left in the opening greeting default call handler in Cisco Unity Connection? A. It will be sent to the mailbox for the Operator user. B. It will be sent to the Undeliverable Messages distribution list. C. It will be sent to the mailbox of the system administrator. D. It will be sent to the All Voicemail Users distribution list. E. It will be sent to the General Delivery Mailbox. Answer: B Explanation: Default call handler is selected when we don't assign any call handler to user and with this default call handler no specific user assigned so it don't go to any specific mail box and goes to It will be sent to the Undeliverable Messages distribution list. QUESTION 67 Which statement about system broadcast messages in Cisco Unity Connection is true? A. The user can skip a system broadcast message to listen to new messages first. B. The user can forward a system broadcast message only if it has been played in its entirety. C. System broadcast messages are synchronized between Cisco Unity Connection and Exchange when Single Inbox is configured. D. System broadcast messages do not trigger MWI. E. System broadcast messages are played immediately after users sign in and listen to message counts for new and saved messages. Answer: D Explanation: System broadcast messages are played immediately after users log on to Cisco Unity Connection by phone even before they hear message counts for new and saved messages. After logging on, users hear how many system broadcast messages they have and Connection begins playing them. QUESTION 68 Which Cisco Unified Contact Center Express data store contains user scripts, grammars, and documents? A. configuration data store B. repository data store C. agent data store D. historical data store E. script data store Answer: B Explanation: Unified CCX applications might use auxiliary files that interact with callers, such as scripts, pre-recorded prompts, grammars, and custom Java classes. Depending on each implementation, Unified CCX applications use some or all of the following file types. The Unified CCX Server's local disk prompt, grammar, and document files are synchronized with the central repository during Unified CCX engine startup and during run-time when the Repository datastore is modified. QUESTION 69 Which Cisco Unified Contact Center Express script media step can invoke a VXML application to retrieve and play prompts on-demand from an off-box location? A. Play Prompt step B. Voice Browser step C. Menu step D. Recording step E. Simple Recognition step Answer: B Explanation: CRA Voice Browser is fully integrated with the CRA Engine. You can use scripts designed in the CRA Editor to extend VoiceXML applications by providing

ICD (Integrated Contact Distribution) call control and resource management. For example, you can use VoiceXML to build a speech dialog as a front end to collect information from the caller. You can then pass this information to the CRA script, and when the agent receives the call, the information collected by VoiceXML will be available. You use the Voice Browser step in the Media palette of the CRA Editor to invoke a VoiceXML application. You can use the bundled voicebrowser.aef script as an example for creating scripts that invoke VoiceXML. (You can create custom scripts to execute other steps in addition to VoiceXML.)

QUESTION 70

Why has Cisco chosen to use the SCCP protocol in its IP telephony networks?

- A. It is a peer to peer protocol.
- B. It uses intelligent endpoints.
- C. It is an industry standard, open protocol.
- D. It enables the use of a rich set of features.

Answer: D

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