



Vendor: Cisco

Exam Code: 640-461

Exam Name: Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM)

Version: DEMO

QUESTION 1

Which type of template should be used when a network engineer adds a new call center agent in the Cisco Unity Connection?

- A. contact
- B. call handler
- C. user
- D. notification

Answer: C

QUESTION 2

Which three choices does a network engineer have when adding a mailbox in Cisco Unity Connection? (Choose three.)

- A. Import a user from Cisco Unified Communications Manager.
- B. Create a new user in Cisco Unity Connection.
- C. Import a user from Cisco Unified Presence Server.
- D. Import a user from LDAP directory.
- E. Create a user template.
- F. Add a new user from Outlook.

Answer: ABD

QUESTION 3

An end user is unable to log in to a voice-mail box. Which submenu does the administrator select to reset the user credentials?

- A. change password
- B. password settings
- C. user settings
- D. custom recordings
- E. mailbox

Answer: A

QUESTION 4

A voice engineer is updating a user extension in Cisco Unity Connection using the Sync Users option. Which two settings must be updated in Cisco Unified Communications Manager to successfully update the Cisco Unity Connection? (Choose two.)

- A. user IP phone firmware
- B. primary extension on the user device
- C. primary MAC address of the IP phone
- D. primary extension in the user profile
- E. UC profile in the user profile
- F. soft key template on the user device

Answer: BD

QUESTION 5

For which three reasons would a voice engineer create a separate user template in Cisco Unity Connection? (Choose three.)

- A. Certain users changed their extensions.
- B. Certain users are in a different partition.
- C. Certain users are using a different call handler.
- D. Certain users are using a different phone system.
- E. Certain users are being added to Cisco Unified Presence Server.
- F. Certain users are being moved to a different branch office.

Answer: BCD

QUESTION 6

How many servers can be supported in a Cisco Unified Presence Server cluster environment?

- A. 2
- B. 4
- C. 6
- D. 8
- E. 10

Answer: C

QUESTION 7

Refer to the exhibit. The exhibit shows a partial screen shot for a Cisco Unified Personal Communicator device. When should this device be configured?

Phone Type	
Product Type: Cisco Unified Personal Communicator	
Device Protocol: SIP	
Device Information	
⚠ Device is not trusted	
Device Name*	<input type="text"/>
Description	<input type="text"/>
Device Pool*	-- Not Selected --
Common Device Configuration	< None >
Phone Button Template*	-- Not Selected --
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
Media Resource Group List	< None >
User Hold MOH Audio Source	< None >
Network Hold MOH Audio Source	< None >

- A. when configuring the Service Advertisement Framework feature for Call Control Discovery
- B. when Cisco Unified Personal Communicator is used in desk-phone mode
- C. when Cisco Unified Personal Communicator version 7.0 is used in soft-phone mode
- D. when Cisco Unified Personal Communicator version 8.0 is used in soft-phone mode
- E. when Cisco Unified Personal Communicator version 8.0 is used in desk-phone mode

Answer: C

QUESTION 8

Which options are two on-premise components of Cisco Unified Presence? (Choose two.)

- A. Cisco Unified Communication Manager
- B. Cisco Unified Contact Center Express
- C. Cisco WebEx
- D. Cisco Quality Management
- E. Cisco Unified Contact Center Enterprise

Answer: AC

QUESTION 9

How fast can Cisco Unified Communications Manager generate CDR and CMR files?

- A. one CDR file and one CMR file every second for up to 1 minute
- B. one CDR file and one CMR file every minute for up to 1 hour
- C. ten CDR files and ten CMR files every hour for up to 1 day
- D. ten CDR files and ten CMR files every day for up to 1 week

Answer: C

QUESTION 10

Which Cisco Unified Communications Manager system report shows high and low call volume patterns?

- A. CAR report
- B. QoS by Gateway
- C. QoS by call types
- D. traffic summary
- E. traffic summary by extension

Answer: D

QUESTION 11

Which Cisco Unified Communications Manager device report provides key information to determine if an additional gateway is needed?

- A. gateway utilization
- B. gateway summary

- C. gateway detail
- D. gateway and line group utilization

Answer: A

QUESTION 12

A voice engineer wants to monitor system activities using the RTMT tool. Which step is next after navigating to Cisco Unified Reporting?

- A. system > scheduler > CDR
- B. system reports > unified CM data summary > generate report
- C. system > tools > reports
- D. tools > CDR analysis and reporting

Answer: B

QUESTION 13

A voice engineer is using RTMT to monitor voice-mail usage. Which server's IP address does the engineer enter when RTMT is starting?

- A. Cisco Unified Communications Manager publisher
- B. Cisco Unified Presence Server subscriber
- C. Cisco Unity Connection publisher
- D. Cisco Unified Communications Manager subscriber

Answer: C

QUESTION 14

Which configuration causes PSTN users to experience a fail tone for every other call when trying to reach a particular number on Cisco Unified CME?

- A. ephone-dn is not assigned to the ephone.
- B. Duplicate ephone-dn is not assigned to the ephone.
- C. ephone is not registered.
- D. ephone does not exist for the ephone-dn.

Answer: B

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