



642-104

(Unified Communication for System Engineers (UCSE))

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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

You 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?

- A. Cisco Unity plays it back as touch tones.
- B. Cisco Unity hangs up on the caller when the touch tones are entered.
- C. Cisco Unity interprets the touch tones and speaks the number entered.
- D. Cisco Unity tries to transfer to an extension if it matches any of the touch tones entered.

Answer: A

Question: 13

You are upgrading your Cisco Unity server from version 3.0(4) to version 4.0(4). Which

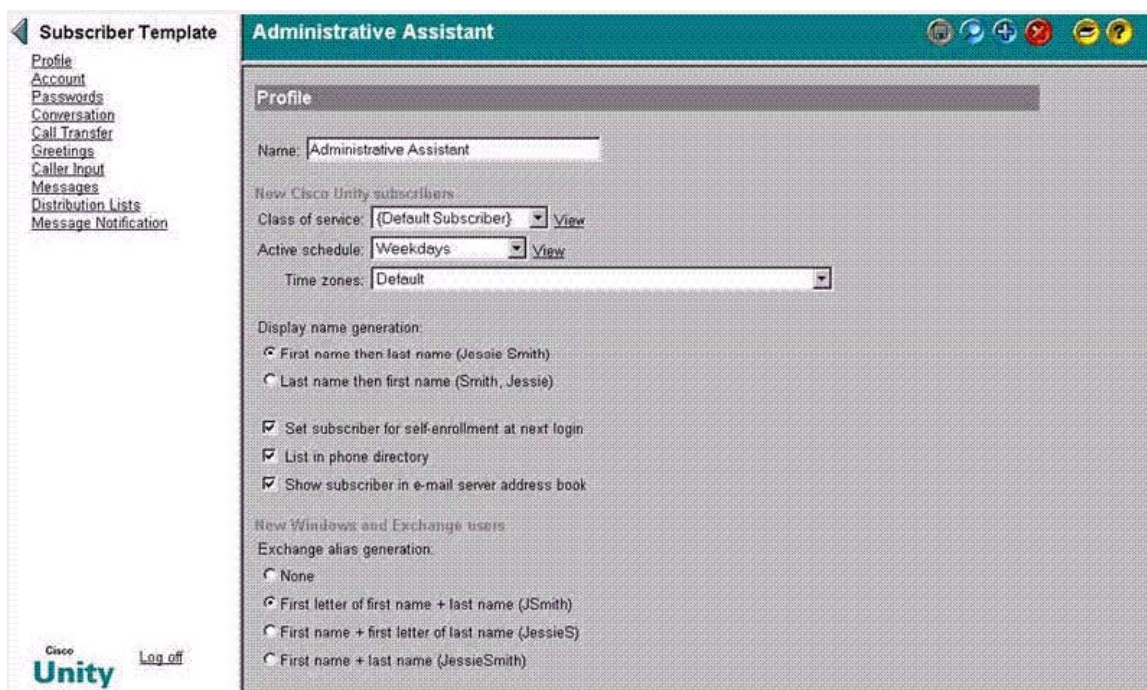
statement is true?

- A. You will need to install SQL, rather than MSDE, on the Cisco Unity server.
- B. You must obtain a new Cisco Unity License file.
- C. You will need to use the Disaster Recovery Backup and Restore utilities to move the Cisco Unity database to version 4.0(4)-supported platform.
- D. You need only to obtain a copy of the Cisco Unity version 4.0(4) software and run Setup.exe.

Answer: B

Question: 14

Exhibit:



Your customer requires that you add a group of people that have access to the Cisco Unity System Administrator. They will not have full access to all fields within the System Administrator tool. A new subscriber template has been built for this purpose but has not been finished.

Using best practices, which action will meet the customer's requirements?

- A. Create a new class of service and assign it this template.
- B. Create a new class of service.
- C. Change the class of service to the Default Administrator.
- D. Use the Template Access settings under the Account link of the template.

E. This cannot be done in the Cisco Unity System Administrator tool. This is an Exchange or Domino function.

Answer: A

Question: 15

Your customer has a Nortel Meridian 1 telephone system. What is the approved integration method for this phone system?

- A. SIP
- B. Serial
- C. Analog
- D. PBX link

Answer: D

Question: 16

Your client is unable to install a second language on the Cisco Unity server. Which report or utility can you use to best troubleshoot this problem?

- A. License File wizard
- B. Localizations wizard
- C. Licensing utility
- D. Bulk Edit utility

Answer: C

Question: 17

Your customer says that when subscribers access their voice mailboxes, they hear a message about an outage. They can listen to some of their messages but are unable to act on them. You explain to the customer that the off-box message store server is offline. Your customer calls a while later and informs you that the messaging server is back online. How do you confirm that the server is operating?

- A. You must rely exclusively on the customer for that information.
- B. You open the Cisco Unity Message Store Monitor and watch the message flow.
- C. You open the Cisco Unity MTA folder and confirm that there are no messages there.
- D. You open the UOmni folder on the Cisco Unity server and confirm that there are messaging waiting lamp on/off requests.

Answer: C

Question: 18

Microsoft recently releases a new service pack for Exchange 2000. Your client wants to install I on the Cisco Unity server now. How would you respond to your client's request?

- A. Microsoft Exchange software is prequalified for the Cisco Unity server and the client should install the service pack.
- B. You will check with Cisco TAC to see whether the service pack is supported for use with the Cisco Unity server.
- C. The new service pack will be sent by Cisco Systems for installation on the Cisco Unity server.
- D. You will check with Microsoft to confirm that the service pack will function in a unified messaging environment.

Answer: B

Question: 19

As administrator of a Cisco Unity messaging system, you have been asked to provide information on the number of length of call placed by the Unity system to subscribers for message notification during the past seven days. Which report do you run to accomplish this task?

- A. Outcall Billing
- B. Notification Billing
- C. Transfer Call Billing
- D. Subscriber Message Activity

Answer: A

Question: 20

You are installing a 16 Port/Session Cisco Unity with the Failover option. Which database software should you install?

- A. MSDE
- B. SQL 2000
- C. SQL Enterprise
- D. MSDE Professional

Answer: B

Question: 21

You are attempting to address a message by extension to a colleague on a different Cisco Unity server in another city. Cisco Unity only gives you a match for the Sales Department distribution list at your location because of an overlapping dial plan. You have confirmed your colleague's extension number as 4110.

How do you solve this issue?

- A. Send the message by spelling the name.
- B. Allow Bind Addressing on Primary Location.
- C. Change search option to Dialing Domain on Primary Location.
- D. Change search option to Global Directory on Primary Location.

Answer: A

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