



920-181

(CallPilot Rls. 5.0 Engineering)

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Question: 1

A customer is setting up CallPilot messaging and wants the system to be as secure as possible. Which two statements about CallPilot are true? (Choose two.)

- A. CallPilot supports encryption and authentication for communications with the CallPilot server.
- B. The CallPilot administrator configures the mail boxes to restrict the PC playback of messages.
- C. CallPilot desktop messaging could be configured to send SNMP traps to Network Management Systems (NMS).
- D. CallPilot uses the Audio Messaging Interchange Specification (AMIS) protocol to work with other voice messaging systems through the Internet.

Answer: A, B

Question: 2

The CallPilot Alternate User Interface (AUI) provides users an alternative choice to the standard CallPilot telephone set interface. Which two statements are true regarding the AUI? (Choose two.)

- A. Quick reference cards are available to train users.
- B. AUI Alternate Command interface have the full set of the CallPilot functions.
- C. AUI Alternate Command interface must be enabled for all users on the CallPilot.
- D. AUI helps minimize the re-training of the users who are experienced with other manufactures' telephone set interfaces.

Answer: A, D

Question: 3

A customer is considering using Voice Forms to handle customer responses to surveys. Which two are true about the Voice Forms feature? (Choose two.)

- A. The feature requires a keycode.
- B. The feature does not require a keycode.
- C. The feature requires Speech Recognition Channels.
- D. The feature is an application within Application Builder.

Answer: A, D

Question: 4

CallPilot provides many advantages for messaging that potential customers may want to consider. Which two statements are true regarding CallPilot Unified Messaging? (Choose two.)

- A. Unified messaging is installed on the customers email server.
- B. Messaging must be downloaded and accessed only when connected to the network.

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- C. The computer's speaker and microphone or a telephone set can be used to play and record offline.
- D. Unified Messaging provides a single interface to access and manage voice, fax, and email messaging.

Answer: C, D

Question: 5

CallPilot Email-by-Phone speech command is

- A. change list
- B. play messages
- C. return to speed
- D. remote notification

phone. Which

Answer: A

Question: 6

A company wants to integrate their CallPilot system with their CRM. Which applications across all CRM applications can be used in the CallPilot Extension Builder?
(Choose two.)

- A. Through dial selection
- B. Customized voice prompts
- C. Customized voice recordings
- D. Customized voice recordings

**lications across all
 Extension Builder?**

Answer: B, C

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