Cisco

Exam Questions 400-051

CCIE Collaboration
NEW QUESTION 1
- (Exam Topic 1)
Refer to the exhibit.

![Exhibit Image]

All displayed devices are registered to the same Cisco Unified Communications Manager server and the phones are engaged in an active call. Assuming the provided configurations exist at the phone line level and multicast MOH is disabled cluster wide, what will happen when the user of IP Phone A presses the Hold softkey?

A. The IP Phone B user hears audio source 2 from MOH Server A.
B. The IP Phone B user hears audio source 2 from MOH Server B.
C. The IP Phone B user hears audio source 3 from MOH Server A.
D. The IP Phone B user hears audio source 2 from MOH Server B.
E. The IP Phone A user hears no on-hold music.

Answer: D

NEW QUESTION 2
- (Exam Topic 1)
Refer to the exhibit.

![Exhibit Image]

Cisco VoIP administrator is configuring CUE VoiceView Express for end users and they are not able to manage their voice message from the Cisco IP phone. Which two configuration commands are required? (Choose two).

A. urlinformation http://10.10.1.1/information/info.html
B. urlservices http://10.10.1.1/voiceview/common/login.do
C. urlauthentication http://10.10.1.1/CCMCIP/authenticate.asp
D. url messages http://10.10.1.1/messages/common/login.do
E. urlservices http://10.10.1.1/CMEUser/123456/urlsupport.html

Answer: BC

NEW QUESTION 3
A user has reported that when trying to access Visual Voicemail the following error is received: “Unable to open application. Please try again later. If it continues to fail contact your administrator.” The collaboration engineer is working on the problem found on the following phone logs:

```
CVMInstallerModule STATUS_install_cancelled
STATUS_INSTALL)_ERROR [thread=installer MQThread][class=cip midp midletsuite installerModule][function=update status] Midlet install Canceled/ERROR...visual Voicemail
```

How can this issue be resolved?

A. Replace the server name with the server IP on service URL field  
B. Eliminate the space in the service Name field  
C. Configure DNS on phone configuration so it can resolve server name  
D. Check the Enable checkbox on IP phone service configuration

**Answer:** B

**NEW QUESTION 4**

- (Exam Topic 1)

Refer to the exhibit.

This VXML message was captured on a Cisco IOS H.323 gateway communication with a Cisco Unified Communication Manager server after a Cisco Unified Mobile Voice Access user authenticated with his pin number and entered the number he wanted to call. Which Cisco Unified Mobile Access Voice directory number is configured on the Cisco UCM?

A. The Cisco Unified Mobility Access Voice directory number is not shown in the exhibit  
B. 4155551234  
C. 5151234  
D. 5251234

**Answer:** B

**NEW QUESTION 5**

- (Exam Topic 1)

Refer to the exhibit.

A customer is configuring CAR costing for call. When the customer runs the costing reports calls are not being tagged correctly. Which two changes allow proper costing to be determined for these calls? (Choose two)

A. The toll free area code field must be updated to include all toll free area codes  
B. A new local pattern must be added with the pattern “k!”  
C. A new pattern must be added for the 914 and 625 area codes  
D. The items are out of order and must be sorted with the most specific at the top  
E. Overlapping area codes on the trunks must be removed  
F. All external patterns must be changed to include the outside access code

**Answer:** AB

**NEW QUESTION 6**
A customer has a single Active Directory domain with users in various email domains. Each user is associated to only one email domain. The customer wants their users to federate to external organizations using their email addresses. What two methods are used to set up the integration between Active Directory, Cisco Unified CM, and IM&P? (Choose two.)

A. CUCM LDAP Attribute for User ID set to sAMAccountName, CUCM LDAP Directory URI set to mail, IM Address Scheme set to Directory URI
B. CUCM LDAP Attribute for User ID set to mail, IM Address Scheme set to User ID
C. CUCM LDAP Attribute for User ID set to sAMAccountName, CUCM LDAP Directory URI set to msRTCSIP-primaryuseraddress, IM Address Scheme set to Directory URI
D. CUCM LDAP Attribute for User ID set to mail, CUCM LDAP Directory URI set to mail, IM Address Scheme set to Directory URI
E. CUCM LDAP Attribute for User ID set to mail, IM Address Scheme set to mail

Answer: AD

NEW QUESTION 7
- (Exam Topic 1)
Refer to the exhibit.

Which two commands, when configured on a PPP multilink interface allow a fragment size of 160 bytes? (Choose two).

A. bandwidth 128
B. ppp multilink fragment-delay 40
C. ppp multilink fragment-delay 15
D. bandwidth 384
E. ppp multilink fragment-delay 10
F. bandwidth 512
G. ppp multilink fragment-delay 20
H. bandwidth 768

Answer: AE

NEW QUESTION 8
- (Exam Topic 1)
Exhibit:

A UCCX engineer is configuring a script that allows the clients to listen to audio based on a holiday schedule. Which step allows the script to play prompts from an
 external VXML application?
A. Voice browser step
B. Play prompt step
C. Generic recognition step
D. Call subflow step

Answer: A

NEW QUESTION 9
- (Exam Topic 1)
Which parameter in an NTFY message is used by a Cisco IOS MGCP gateway to inform a Cisco Unified CM that an analog endpoint has gone off-hook?
A. Detect Events
B. Event States
C. Connection Mode
D. Observed Events
E. Requested Events

Answer: A

NEW QUESTION 10
- (Exam Topic 1)
A call is made between two desk phones enabled with single number reach that are registered to a Cisco Unified CM cluster. The device pool for each device has a local route group defined. When the call is place to exit the system, which device pool controls the destination gateway? (Choose two.)
A. Source phone
B. Source RDP
C. Destination phone
D. Destination RDP

Answer: A

NEW QUESTION 11
- (Exam Topic 1)
According to RFC 3261, which SIP response is not final?
A. 2xx
B. 1xx
C. 3xx
D. 5xx
E. 6xx
F. 4xx

Answer: B

NEW QUESTION 12
- (Exam Topic 2)
Which statement describes a disadvantage of using the Cisco TFTP service to serve IP phone load files?
A. The Cisco TFTP services can run on only one Cisco Unified Communications Manager server in a cluster.
B. Because TFTP operates on top of UDP, there is a high risk of corrupted load file delivery at the completion of the TFTP process due to undetected data loss in the network.
C. If a response is not received in the timeout period, the TFTP server will not resend the data packet.
D. Packet loss can significantly increase the TFTP session completion time.
E. Because TFTP operates with an adaptive timeout period, the time to complete the file transfer is unpredictable.

Answer: D

Explanation:
Voice traffic cannot recapture lost packets. Rather than retransmitting a lost network connection, the phone resets and attempts to reconnect its network connection.
Reference:
http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/6921_6941_6961/7_1_2/english/admin/guide/6921tr

NEW QUESTION 13
- (Exam Topic 4)
Which Call Admission Control mechanism is supported for the Cisco Extension Mobility Cross Cluster solution?
A. Location CAC
B. RSVP CAC
C. H.323 gatekeeper
D. intercluster Enhanced Location CAC
E. visiting cluster’s LBM hub

Answer: B

Explanation:
Configuring extension mobility cross cluster (EMCC) is nothing you should take lightly. EMCC requires a lot of configuration parameters including the exporting and importing of each neighbor cluster’s X.509v3 digital certificates. EMCC is supported over SIP trunks only. Presence is another feature that’s only supported over SIP trunks. If you want to be able to perform scalable Call Admission Control (CAC) in a distributed multi-cluster call processing model, you will need to point an H.225 or Gatekeeper controlled trunk to an H.323 Gatekeeper for CAC… but if you want to support presence and EMCC between clusters and maintain CAC.

NEW QUESTION 14
- (Exam Topic 4)
When the Cisco Unified Communications Manager service parameter “Auto Call Pickup Enabled” is selected, which two softkeys on an IP phone connect you to an incoming call? (Choose two.)

A. Pickup
B. Gpickup
C. CallBack
D. Select
E. Join

Answer: AB

Explanation:
Pickup softkey is used to receive a call that is ringing in another phone within the same pickup group and Gpickup softkey is used to receive calls that are ringing but that phone is another pickup group.

NEW QUESTION 15
- (Exam Topic 4)
You have implemented 5-digit forced authorization codes to all international route patterns on Cisco Unified Communications Manager. Your users report that after entering the FAC codes, they must wait for more than 10 seconds before the call is routed.
Which procedure eliminates the wait time?

A. Check and eliminate any existing route patterns that overlap with the international route pattern.
B. Go to the Cisco Unified Communications Manager Service Parameters and reduce the T-304 number to 5000 milliseconds.
C. Request your long distance telephone service provider to reduce the call setup time to 5 seconds.
D. Configure a # (hash) sign to the end of the forced authorization codes to signal the end of dialing.
E. Educate the users to press # (hash) after entering the forced authorization codes.

Answer: E

Explanation:
Because it immediately stops taking digits and route the digits to CUCM, otherwise the call occurs after the interdigit timer expire which is 15 seconds by default.

NEW QUESTION 16
- (Exam Topic 5)
Refer to the exhibit.
How many calls, inbound and outbound combined, are supported on the IP phone?

A. 1
B. 2
C. 8
D. 12
E. 50

Answer: E

Explanation:
Output incomplete to figure out the answer

NEW QUESTION 17
- (Exam Topic 5)
Which two Cisco Unified Communications Manager Express hunt group mechanisms keep track of the number of hops in call delivery decisions? (Choose two.)
A. sequential
B. peer
C. longest idle
D. parallel
E. overlay
F. linear

Answer: BC

**Explanation:**
Peer configures hunting in a circular manner among the hunt group member DNs and starts with the DN to the right of the last DN to ring. Longest-idle specify hunting on the DN which is idle for a longest period of time and the call will go to that DN of the hunt Group.
Reference: [http://ccievoice.xsiazek.be/?p=690](http://ccievoice.xsiazek.be/?p=690)

**NEW QUESTION 18**

- (Exam Topic 7)
ACisco Unity Connection administrator receives a name change request from a voice-mail user, whose Cisco Unity Connection user account was imported from Cisco Unified Communications Manager. What should the administrator do to execute this change?

A. Change the user data in the Cisco Unity Connection administration page, then use the Synch User page in Cisco Unity Connection administration to push the change to Cisco Unified Communications Manager.
B. Change the user data in the Cisco Unified Communications Manager administration page, then use the Synch User page in Cisco Unity Connection administration to pull the changes from Cisco Unified CM.
C. Change the user data in the Cisco Unified Communications Manager administration page, then use the Synch User page in Cisco Unity Connection administration to push the change to Cisco Unity Connection.
D. Change the user profile from Imported to Local on Cisco Unity Connection Administration, then edit the data locally on Cisco Unity Connection.
E. Change the user data in Cisco Unity Connection and Cisco Unified Communications Manager separately.

Answer: B

**Explanation:**
As we can see user are getting synch from call manager so we first have to change the details of user on call manager so that user will synch the changes from call manager.

**NEW QUESTION 19**

- (Exam Topic 8)
Which two statements describe the remote supervisory monitoring feature in Cisco Unified Contact Center Express? (Choose two.)

A. It is supported on Cisco Unified CCX Enhanced and Premium editions.
B. It does not require a Cisco Supervisor Desktop or any data network connectivity.
C. Agents are aware that they are being silently monitored.
D. Calls can be silently monitored from a PSTN phone.
E. It supports G.711 and G.729 codecs.
F. It works with SPAN port monitoring only.

Answer: BD

**Explanation:**
Agents use the Cisco Agent Desktop (commonly referred to as CAD) to login to the Unified CCX server and control their ACD state, control incoming and outgoing calls, chat with supervisors and other agents on their team, view their own real-time statistics, and view their own recent call activity. Supervisors use the CSD to view real-time queue and agent statistics, view recent call activity for agents, change agent states, chat with agents, and send marquee messages to all agents on the selected team. With the Enhanced or Premium packages, the supervisor can also barge-in or intercept ACD calls, silently monitor agents, and record agent calls.

**NEW QUESTION 20**

- (Exam Topic 9)
Which three services must be stopped to change the IM & Presence service default domain setting of DOMAIN.NOT.SET? (Choose three.)

A. Cisco XCP Router
B. Cisco Intercluster Sync Agent
C. Cisco XCP Authentication Service
D. Cisco SIP Proxy
E. Cisco Presence Engine
F. Cisco AXL Web service

Answer: ADE

**Explanation:**
Change the Domain Value
Follow this procedure if you want to change the domain value (from one valid domain value to another valid IP proxy domain value). This procedure is applicable if you have a DNS or non-DNS deployment.

Procedure
Step 1 Stop the Cisco SIP Proxy, Presence Engine and XCP Router services on IM and Presence on all nodes in your cluster.
Step 2 On the publisher node, perform the following steps to configure the new domain value:
   a. Select IM and Presence Administration > System > Cluster Topology.
   b. In the right pane, select Settings.
   c. Configure the Domain Name value with the new domain.
   a. Select IM and Presence Administration > System > Service Parameters, and select the Cisco SIP Proxy service.
   b. Configure the Federation Routing IM and Presence FQDN with the new domain.
You will be prompted to confirm these configuration changes. Select OK for both prompts, and then select Save.

Step 3: On all nodes in the cluster, use this CLI command to set the new domain:

```
set network domain <new_domain>
```

This CLI command invokes a reboot of the servers.

Step 4: On all nodes in the cluster, manually start the Cisco Presence Engine and Cisco XCP Router services after the reboot is complete (if required).

Step 5: Manually regenerate all certificates on each node in the cluster.

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