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Cisco

Exam Questions 640-461
Introducing Cisco Voice and Unified Communications
1. Which two fields are required parameters when manually creating users on Cisco Unity Connection with predefined templates? (Choose two.)

A. Username (alias)
B. Extension
C. First name and last name
D. Employee ID
E. Title

Answer: AB

2. Users report that all external callers are leaving urgent voice-mail messages. Where can this behavior be changed?

A. Under the Phone Menu Configuration > Unidentified Callers Message Urgency
B. Under the Opening Greeting > Unidentified Callers Message Urgency
C. Under the Message Settings > Unidentified Callers Message Urgency
D. Under the System Call Handlers > Unidentified Callers Message Urgency
E. Under the Voice-mail Box Settings > Unidentified Callers Message Urgency

Answer: C

3. Which tools allow the administrator to migrate users from Cisco Unity to Cisco Unity Connection?

A. Cisco Object Backup and Restore Application Suite
B. Cisco Disaster Recovery Framework Tool
C. Cisco Real Time Monitoring Tool
D. Cisco Unity Serviceability Tool

Answer: A

4. When creating a Cisco Unity Connection user template, which element should you configure to automatically play a “This department is closed” message at specific hours?

A. greeting schedule
B. extension greetings
C. schedule
D. active schedule

Answer: D

5. Which three options are valid for creating users in Cisco Unity Connection? (Choose three.)

A. manual creation
B. bulk using *.csv file
C. bulk using enterprise parameters
D. Cisco Unity Connection Serviceability
E. automatic creation through TUI by users dialing into voice mail
F. import through Active Directory

Answer: ABF

6. Which statement about Cisco Unity Connection user templates is true?

A. Changes in user templates affect only new users to be created.
B. Changes in user templates affect only existing users.

C. Changes in user templates affect new and existing users.

D. Changes in user templates have no impact on users unless those users are imported through Active Directory.

Answer: A

7. Users report that when they press the Messages button on their phones, they often get a busy tone. Which option can rectify this issue?

A. Disable the Callers Can Edit Messages checkbox under the Message settings

B. The CSS for the phones does not contain the voice-mail port partitions.

C. The CSS for the phone does not contain the voice-mail pilot partition.

D. Precede all Cisco Unity Connection greetings to announce that each message is limited to 90 seconds long to free up voice-mail ports.

Answer: A

8. Which three rules are valid transfer rules in Cisco Unity Connection? (Choose Three)

A. Standard

B. alternate

C. closed

D. holiday

E. nonstandard

Answer: ABC

9. Which Cisco Unity Connection report provides a summary view of the current size, last error condition, and status of the mailbox store?

A. Users

B. Message Traffic

C. Mailbox Store

D. System Configuration

Answer: C

10. By default, how many failed attempts at signing into Cisco Unity Connection is a user allowed before their account is locked out?

A. 2

B. 3

C. 4

D. 5

E. 6

F. no limit

Answer: B

11. To monitor the service health and performance, which service should you activate in Cisco Unity Connection?

A. CUC Performance Service

B. CUC System Auditing

C. Real-Time Monitoring Tool

D. Cisco Serviceability Reporter

Answer: D
12. An administrator is attempting to add a new user in Cisco Unified Communications Manager Administration but does not see the option to add a new user. What is the most likely cause of this issue?

A. The SQL User database is not running.
B. The system is synchronized with an LDAP server.
C. BAT is not enabled.
D. The administrator has the add user rights box checked.
E. The SIP Realm is not defined in User Management.

Answer: B

13. An administrator wants to locate and remove all unassigned directory numbers on the Cisco Unified Communications Manager system. Which method is the best method to accomplish this task?

A. Choose Device > Phone. Search all phones and remove the undesired directory numbers.
B. Use the Dial Plan Installer to remove the directory numbers.
C. Use the Disaster Recovery System to restore only valid directory numbers.
D. Choose Call Routing > Route Plan Report, choose the Unassigned DN drop-down menu, and then remove all orphaned directory numbers.
E. Choose Device > Device Settings > Device Defaults and use the wizard to locate and remove the orphaned directory numbers.

Answer: D

14. Which utility should you use when you need to add a large number of users into Cisco Unified Communications Manager?

A. Cisco Unified User Administration
B. Application User CAPF Profile
C. Cisco Unified Communications Manager Bulk Administration Tool
D. Cisco Unified Telephony User Administration

Answer: C

15. Which type of user in Cisco Unified Communications Manager has an interactive login?

A. administrator
B. end user
C. application user
D. phone user

Answer: B
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