

210-060 - CICD Implementing Cisco Collaboration Devices v1.0

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1. An administrator wants to gauge the load and performance capacity of Cisco Unified Communication Manager devices, including conference bridges, gateways, and trunks. Which report would the administrator run?

- A. CAR
- B. CDR
- C. SIP
- D. RTMT
- E. CUBE

Answer: A

2. Which three tools are used to create phone user accounts in Cisco Unified Communications Manager Express? (Choose three.)

- A. Cisco Configuration Professional
- B. CPE
- C. CLI
- D. GUI
- E. TUI
- F. Cisco Security Device Manager

Answer: A,C,D

3. Why is quality of service critical to voice network traffic?

- A. Voice traffic is real-time network traffic.
- B. Packets can be resent without affecting conversations.
- C. Voice traffic is bursty in nature.
- D. Voice traffic cannot be compressed.

Answer: A

4. A company has a 5-digit dial plan. A junior engineer inquires about the directory number external masks. Why are external masks used?

- A. to block calling number identification

- B. to enable called number identification
- C. to convert the calling directory number to the PSTN routable calling directory number
- D. to associate a directory number with a SIP endpoint

Answer: C

5. To control telephony costs, management wants to restrict who can place long distance calls. Which two options allow for this restriction? (Choose two.)

- A. calling search space
- B. partitions
- C. route groups
- D. SIP trunk
- E. gateway

Answer: A,B

6. 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

7. Which four tasks does RTMT allow an administrator to perform? (Choose four.)

- A. View syslog.messages.
- B. Generate alerts when threshold is below or above user-configured.
- C. Monitor a set of predefined management objects that monitor the health of the system.
- D. Collect information and traces about errors or alerts that exist in the RTMT.
- E. Reboot the system.
- F. Perform incremental backups.

G. Export CDR.

Answer: A,B,C,D

8. An engineer receives a report regarding choppy voice quality on a call. The user does not remember the details of the call time or the numbers that were dialed. What should the engineer implement to assist in identifying future issues?

A. Cisco Quality Report Tool

B. Cisco Unified SRST

C. Cisco Unified RTMT

D. Cisco AXL

Answer: A

9. Two departments have their own call-park slot to park calls..Which feature on Cisco Unified CME allows one department to answer a call for another department?

A. Call park

B. Call forward

C. Call transfer

D. Pickup-group

E. Barge-in

Answer: D

10. An entire department is reporting frequent calls with poor voice quality. Which fault domain should be investigated first?

A. IP phone

B. Cisco Unified Communications Manager Media Resources

C. Cisco Unified Communications Manager SIP Trunks

D. network routers and switches

Answer: D

11. The IP phone of user A is registered with Cisco Unified Communications Manager subscriber1 while the IP phone of user B is registered with subscriber2. User A is speaking to user B on an active call. A junior

network engineer mistakenly reboots subscriber1.

What effect does this have on the call?

- A. User A can hear B, but B cannot hear A.
- B. User A cannot hear B, but B can hear A.
- C. This action drops the call.
- D. This action does not affect the call.
- E. The call remains active, but quality may suffer.

Answer: D

12. Which option would an administrator use to find all unassigned directory numbers in Cisco Unified Communications Manager?

- A. Route plan report
- B. CDR
- C. CAR
- D. Cisco Reporting Tool
- E. Directory number lookup

Answer: A

13. Which three features of the Cisco Unified Attendant Console can a user use to streamline the company telephony communications? (Choose three.)

- A. promotes a phone call into a video call
- B. uses presence status to determine availability
- C. reverts back to operator a transferred call
- D. provides a conference call with up to 10 participants
- E. provides call detail records reports to upper management
- F. defines operator working hours and automatically redirect calls

Answer: B,C,F

14. Which Cisco Unified Communications Manager configuration causes an IP phone screen to

display a "registration rejected" message?

- A. Cisco Unified Communications Manager is unable to reach user IP phone.
- B. Cisco Unified Communications Manager database replication status is 2.
- C. Cisco Unified Communications Manager auto registration is disabled.
- D. Cisco Unified Communications Manager is unable to allocate DN.
- E. Cisco Unified Communications Manager subscriber is offline.

Answer: D

15. Refer to the exhibit.

Sort order: Alias		Date Report	6/22/15 2:37 PM
		UCCAdministrator	
<u>Alias</u>	<u>Credential Type</u>	<u>Hack Count</u>	<u>Time last lockout</u>
Alsaías	TUI PIN	3	6/4/15 7:55 PM
Bricio.Maldonado	TUI PIN	3	6/1/15 11:17 AM
Gerardo.Granados	TUI PIN	3	6/4/15 7:56 PM
Mariano.Banzo	TUI PIN	4	5/7/15 6:53 PM

Which method is using the users to access their mailboxes?

- A. web access
- B. phone access
- C. GUI access
- D. VUI access

Answer: B

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