ISLEVER

640-461

Introducing Cisco Voice and Unified
Communications Administration v8.0

DEMO

Topic 1, Unity Connection

QUESTION NO: 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: A,B

Explanation: following items need to be configured when creating new user from predefined template:

User Template Type (extension), Based on Template, Alias, Display Name, Mailbox Store, Outgoing Fax Server, Phone System, Generate SMTP Proxy Address From Corporate Email Address (*Cisco Unity Connection 8.5 and Later only*)

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg030.html#wp1521731

QUESTION NO: 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

Explanation: message urgency indicates the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg010.html#wp1051385

QUESTION NO: 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

Explanation: To migrate messages and data from Cisco Unity 4.0(5) or later to Connection 8.x, we recommend that you use the Cisco Unified Backup and Restore Application Suite (COBRAS) instead of the Migrate Messages and Migrate Users utilities.
Link:
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsag030.html#wp1053312

QUESTION NO: 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
Explanation:

QUESTION NO: 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: A,B,F

Explanation: Cisco Unity Connection Serviceability, a web-based troubleshooting tool for Cisco Unity Connection.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/serviceability/cuc_administration/guide/2xcucservag010.html

QUESTION NO: 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

Explanation: changes to the template will not affect any currently existing user accounts that were based on the template when they were created. Changes to a user template affect only those accounts that are created subsequent to the changes.

Link:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/1x/user_mac/guide/mac060.html

QUESTION NO: 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