

ISLEVER

# 920-481

CallPilot ris.5.0 Unified Messaging

DEMO

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**QUESTION NO: 1**

Your customer relies heavily on the CallPilot servers to exchange messages between sites. Due to the volume of the traffic, the company needs to account for each department's usage. Which bill-back report would you recommend the company regularly generate?

- A. Network Usage to track long distance charges
- B. Messaging Usage to track activity on mailboxes
- C. DTT Usage to track telephone activity to user or department
- D. Remote Notification (RN) Usage to track the cost of outcalling by mailbox

**Answer: A**

**QUESTION NO: 2**

A customer has a CallPilot system on a 1002rp server with 2 MPB16-4 cards. The customer has decided to migrate the system beyond the current 96 channels to support fax. Which hardware changes must be implemented?

- A. Install an additional hard drive.
- B. Remove the MPB16-4 cards and install 2 MPB96 cards.
- C. Remove the associated MGate cards and the 7-drop cable.
- D. Remove the RAID configuration.

**Answer: B**

**QUESTION NO: 3**

A customer has moved to a new facility. A CallPilot RIs. 5.0 server will be replacing a Meridian

Mail with a Symposium Call Center Server. What is the required step?

- A. Collect the user data and voice segment data.
- B. Collect menu segments and voice segments.
- C. Collect announce segments and menu segments.
- D. Collect the voice segment data and menu call flow data.

**Answer: A**

**QUESTION NO: 4**

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A customer plans to install multiple CallPilot RIs. 5.0 servers into their Private Branch Exchange (PBX) network. They are concerned that unauthorized users may hack the mail system and hear confidential information. Which two security measures should you recommend to

increase mailbox security? (Choose two.)

- A. Increase the password length for mailboxes.
- B. Force mailbox users to use a prefix on changed passwords.
- C. Force the mailbox users to use both letters and numbers for their passwords.
- D. Increase the number of mailbox password changes before users can reuse passwords.

**Answer: A,D**

#### **QUESTION NO: 5**

Your customer plans to install a new CallPilot RIs. 5.0 system (1005r server) on their multi-site Private Branch Exchange (PBX) network. They have Microsoft Office XP installed on the client desktops. They want to use a CallPilot tool that will allow users to send CallPilot messages using the voice and fax number fields directly from Microsoft Outlook Contacts both to CallPilot

and non-CallPilot users. Which application provides this functionality?

- A. MyCallPilot
- B. CallPilot Reporter
- C. Desktop Messaging
- D. Lotus Notes or Microsoft Outlook

**Answer: C**

#### **QUESTION NO: 6**

A customer has CallPilot RIs. 5.0 servers located in several locations. They use Active Directory to track employees' information. They would like to have a single administrator for all locations and use the data in Active Directory. Which two features/services would accomplish

this? (Choose two.)

- A. MyCallPilot
- B. pcAnywhere
- C. CallPilot Manager
- D. Directory synchronization

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**Answer: C,D**

**QUESTION NO: 7**

A growing company is considering the deployment of a CallPilot RIs. 5.0 solution on their Private Branch Exchange (PBX) network that is using an Electronic Switched Network (ESN) dialing plan.

However, they are concerned that deploying a CallPilot solution may require changes to their PBX network because the PBX is currently running close to its engineering capacity limit.

Which data is required to determine if the network can handle the anticipated messaging traffic?

- A. trunk utilization data
- B. switch utilization data
- C. channel utilization data
- D. Trunk Group AccessRestriction (TGAR) data

**Answer: A**

**QUESTION NO: 8**

A customer plans to install multiple CallPilot RIs. 5.0 servers and a separate web server for CallPilotadministration and My CallPilot application into their Private Branch Exchange (PBX) network.They want to use Application Builder to create a customized fax application to meet their fax needs. Once the fax application is created, they want to reuse some parts of that

application in another application. Which two procedures will allow the call handling functions to be used in another application? (Choose two.)

- A. Save the fax application under a different ID and assign different channels to it.
- B. Save the fax application under a different ID and assign the same channels to it.
- C. Copy the blocks that you want to reuse from the fax application and paste them into another application.
- D. Save the group of call handling functions that you want to reuse as a separate application and import it into other applications.

**Answer: C,D**