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CT0-101

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QUESTION NO: 1

A user is complaining that during calls the remote caller's voice intermittently cannot be heard. Which of the following is the MOST likely cause?

- A. Network to Public Switched Telephone Network (PSTN) impedance is mismatched
- B. Network packet drops on the receiver's side of the conversation
- C. Network jitter is above acceptable limits on the round trip path
- D. Network packet drops on the transmitting side of the conversation

Answer: B

QUESTION NO: 2

Which of the following BEST describes a network bottleneck?

- A. A router with multiple WAN links.
- B. A switch that is underutilized.
- C. A network with multiple switches.
- D. A router that is receiving more information than it can process.

Answer: D

QUESTION NO: 3

Which of the following is true about jitter?

- A. Jitter is caused by insufficient network capacity.
- B. Jitter is the variation in time between the arrival of voice packets.
- C. Jitter can only be solved by using prioritization techniques.
- D. Jitter is caused by endpoints.

Answer: B

QUESTION NO: 4

Which of the following protocols can be used in scripting call flows in an Interactive Voice Response (IVR)?

- A. HTML
- B. HTTP
- C. XML/VXML

D. TCP/IP

Answer: C

QUESTION NO: 5

Which of the following codecs would a technician configure on the VoIP server to match the voice quality of a regular Public Switched Telephone Network (PSTN) call on a VoIP phone?

- A. G. 729
- B. G. 732
- C. G. 722
- D. G. 711

Answer: D

QUESTION NO: 6

Which of the following BEST describes the functionality of a gateway? (Select TWO)

- A. A device or software program that provides the central point of functionality for all VOIP calls.
- B. A device or software program that provides a proxy between two systems with incompatible technologies.
- C. A device or software that navigates packets between the enterprise network and the internet.
- D. A device or software that connects networks that use different protocols.
- E. A device that protects against security breaches from external networks.

Answer: B,D

QUESTION NO: 7

A company has a contact center with thousands of distributed agents, skill-based routing, multiple hunt groups, CTI and desktop screen pops. Management wants detailed reports about call volume and hunt group activity within the contact center. Which of the following provides this level of detail?

- A. Service Provider Multiplexer statistics
- B. PBX call detail records
- C. Automatic Call Distribution (ACD) reports
- D. CTI server traffic reports

Answer: C

QUESTION NO: 8

The voicemail system is configured to send email alerts when new voicemails are left for users. Users are complaining they are receiving voicemails but stopped receiving email alerts. Which of the following is the MOST likely cause of the issue?

- A. Port 53 is not functioning on the email server.
- B. Port 21 is not functioning on the voicemail server.
- C. Port 25 is not functioning on the email server.
- D. Port 63 is not functioning on the voicemail server.

Answer: C

QUESTION NO: 9

Which of the following is the data rate of a BRI D channel?

- A. 16 Kbps
- B. 24 Kbps
- C. 32 Kbps
- D. 64 Kbps

Answer: A

QUESTION NO: 10

All the following are correct about Unified Messaging EXCEPT:

- A. a user can setup a voice conference on demand.
- B. unified messaging is the integration of e-mail, fax and voicemail.
- C. a user can forward their voicemail in form of e-mail.
- D. a user can receive a fax in their e-mail.

Answer: A

QUESTION NO: 11

A company is considering a telephony solution for their branch offices that is low-cost, easy to deploy and easy to manage. Which of the following is the BEST reason for the company to