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Cisco IP Communications

642-104: Unified Communication for System Engineers Exam

Practice Exam: 642-104 Exams

Exam Number/Code: 642-104

Exam Name: Unified Communication for System Engineers Exam

Questions and Answers: 70 Q&As

([IP Communications](#))



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Exam : Cisco 642-104

Title : Unified Communication for System Engineers Exam

1. You have two Cisco Unity servers within one organization. The PBXs they are using are not networked and they do not have overlapping dial plans. Your customer has requested that subscribers be able to address messages to subscribers homed on either Cisco Unity server.

What do you need to do on the default location on both servers?

- A. configure the profile of the Primary Location ID
- B. configure a Delivery Location ID and the Subscriber Search field
- C. set the subscriber search to search the entire directory and Primary Location ID
- D. set the subscriber search to global address list and configure the Primary Location ID

Answer: D

2. What are the three fields you must complete when adding a new subscriber before Cisco Unity will allow you to save your work? (Choose three.)

- A. Alias
- B. Extension ID
- C. Display Name
- D. SMTP address
- E. Class of Service

Answer: ABC

3. Your client has used the Cisco Unity Disaster Recovery Backup utility to back up the Cisco Unity version 4.0(3) Unified Messaging server. The client has decided to perform the restore to a new server installed with Cisco Unity version 4.0(4). Which statement is true?

- A. The restore will be successful only if the new server meets the same Platform Overlay requirements as the backed-up server.
- B. The restore will fail because the Cisco Unity version level must remain consistent between the old and new servers.
- C. The restore will fail unless Cisco Unity is licensed for such an upgrade.
- D. The restore will be successful only if the old and new servers both have SQL, but not MSDE, installed.

Answer: B

4. As the administrator of a Cisco Unity messaging system, you have been asked to provide information on the number and length of call placed by the Unity system to subscribers for message notification during the past seven days.

Which report do you run to accomplish this task?

- A. Outcall Billing
- B. Notification Billing
- C. Transfer Call Billing

D. Subscriber Message Activity

Answer: A

5. The manager of the Service department wants to set up a direct complaint service where the manager will receive live calls that are identified as coming from this call handler. If the manager does not answer, a message will be taken and sent to the manager.

How can you accomplish this using a call handler?

- A. enter the manager's extension in the appropriate box on the Profile page; use Supervised transfer and check the Introduce check box on the Call Transfer page
- B. enter the manager's extension in the appropriate box on the Profile page; use Supervised transfer and check the Announce check box on the Call Transfer page
- C. enter the manager's extension in the appropriate box on the Call Transfer page; use Supervised transfer and check the Introduce check box on the Call Transfer page
- D. enter the manager's extension in the appropriate box on the Call Transfer page; use Supervised transfer and check the Announce check box on the Call Transfer page

Answer: C

6. You are attempting to address a message by extension to a colleague on a different Cisco Unity server in another city. Cisco Unity only gives you a match for the Sales Department distribution list at your location because of an overlapping dial plan. You have confirmed your colleague's extension number is 4110.

How do you solve this issue?

- A. send the message by spelling the name
- B. allow Blind Addressing on Primary Location
- C. change search option to Dialing Domain on Primary Location
- D. change search option to Global Directory on Primary Location

Answer: A

7. You are the technician installing and configuring a Cisco Unity system. This 32-port system serves 1,000 subscribers. You must configure the ports of the system to provide adequate service to subscribers and outside callers during peak usage periods.

How should you configure the ports to accomplish this task?

- A. You confirm all ports are enabled. You set all ports to answer calls, Dialout MWI, Message Notification, and TRAP Connection.
- B. You confirm all ports are enabled. You set 24 ports to answer calls, one port to Dialout MWI, two ports to do Message Notification, and five ports for TRAP Connection.
- C. You confirm all ports are enabled. You set 20 ports to answer calls, two ports to Dialout MWI, four ports to do Message Notification, and set six ports for TRAP Connection.
- D. You confirm all ports are enabled. You set 16 ports to answer calls, five ports to Dialout MWI, five ports to do Message Notification, and six ports for TRAP Connection.

Answer: B

8. What is the correct procedure for adding a new a subscriber on a Cisco Unity for Domino system?

- A. You create the subscriber through the Cisco Unity System Administrator and Cisco Unity creates the Domino account.
- B. You confirm the person has a Domino account and import them into Cisco Unity through the Cisco Unity System Administrator.
- C. You confirm your Cisco Unity System Administrator Account has the correct class of service rights to add accounts in Domino.
- D. You confirm the Cisco Unity For Domino connector is functioning and create the subscriber through the Cisco Unity System Administrator

Answer: B

9. You have installed a Cisco Unity Unified Messaging system that uses your customer's Domino messaging

environment. The customer is using Domino 6.0.3. In order for the client workstations to work correctly, which version of Domino Unified Communications service must you use?

- A. DUC 1.0
- B. DUC 1.1
- C. DUC 1.2
- D. DUC 1.3

Answer: C

10. Refer to the exhibit. Your customer's information technology manager requires that you synchronize all Cisco Unity data immediately. You know that there is a way to do this from the System Administration tool. You look in the main navigation bar and under System there are several page links.

Which link allows access to the Replication tool?

- A. Configuration
- B. Schedules
- C. Holidays
- D. Licensing
- E. Authentication

Answer: A

11. A customer is answering questions in an Interview Box. The caller, when prompted to enter his telephone number, entered touch tones rather than speaking the telephone number.

What does Cisco Unity do with that answer?

- A. Cisco Unity plays it back as touch tones.
- B. Cisco Unity hangs up on the caller when the touch tones are entered.
- C. Cisco Unity interprets the touch tones and speaks the number entered.
- D. Cisco Unity tries to transfer to an extension if it matches any of the touch tones entered.

Answer: A

12. A customer reports that some subscribers can no longer access Cisco Unity Assistant. You suspect their class of service has been changed.

Which system report can you run to confirm your suspicions?

- A. Login
- B. Class of Service
- C. Subscriber Access
- D. Administrative Access

Answer: D

13. A new Cisco Unity subscriber notifies the administrator that MWIs are not being turned on or off at their telephone. On further investigation, the subscriber notes that on occasion, the MWI light on the phone flashes briefly and then goes out again.

What is the most likely cause of the problem?

- A. The MWI light on the telephone has a broken contact.
- B. There are not enough ports dedicated to turning MWIs on and off.
- C. The MWI codes listed in the Unity Telephony Integration Manager (UTIM) are incorrect
- D. The user has set up a rule in their Outlook Inbox that moves all voice mail to another folder.

Answer: D

14. Your client would like to be able to back up and restore the entire Cisco Unity server, including the operating system and SQL database, in case of a catastrophic failure of the Cisco Unity server. Which Cisco Unity or third-party utility would you tell them to use?

- A. Cisco Unity Disaster Recovery Backup and Restore utilities
- B. Symantec/Veritas Backup Exec
- C. Cisco Unity Disaster Recovery Backup and Restore utilities with full backup options selected

D. Cisco Unity Database Recovery tool

Answer: C

15. Your customer has added five new subscribers to the Cisco Unity system. The new subscribers are in the product management department but they are not able to access the same system features as the other 12 people in the product management team. They are unable to access the Cisco Unity Personal Communications Assistant, and the conversation for the five new subscribers is different from the original 12 subscribers in product management.

What should be done to correct the problem?

A. The system administrator added the new subscribers with the wrong subscriber template. You should use the Bulk Edit utility to change the class of service and the conversation style of the new subscribers to match that of the existing subscribers.

B. The system administrator added the new subscribers with the wrong class of service. Change the class of service of the new subscribers to match that of the existing 12 subscribers.

C. The system administrator added the new subscribers with the wrong subscriber template. Use the Bulk Edit utility to reapply the correct subscriber template to the five new subscribers.

D. The SQL database is corrupt. Run the db Walker utility from the Tools Depot to repair the database. Set the Correct Subscriber Errors option in the db Walker utility.

Answer: D

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