

Cisco 642-415

Unified Communications Architecture and Design

Exam

Version: 3.9

QUESTION NO: 1

Consider the following customer attributes and choose the correct IP telephony call processing model:

- a large campus that spans two PSAP areas
- a single group of buildings connected via fiber optics
- data VPNs that support multiple contractors and suppliers
- a fully developed three-tier network hierarchy
- connectivity to two different service providers for Internet access

- A.** single-site call processing
- B.** centralized call processing
- C.** hybrid call processing
- D.** distributed call processing

Answer: A

Explanation:

QUESTION NO: 2

What information is relevant to choosing an IP telephony centralized call processing model?

- A.** multiple PRIs to the PSTN
- B.** a campus of six buildings connected via an ATM backbone
- C.** three small regional sales offices located in the three Western time zones
- D.** centralized order processing, shipping, and billing for all customer products
- E.** connectivity to a single service provider that hosts the company web site and provides for Internet access
- F.** a single six-story building with an IDF on each floor and an MDF in the computer room on the second floor

Answer: C

Explanation:

QUESTION NO: 3

In a TDM PBX to Cisco Unified Communications Manager migration, which three things must be

verified from the LAN perspective before IP telephony can be deployed? (Choose three.)

- A. the type of wiring in the office
- B. the number of PSTN connections needed
- C. the number of public IP addresses available
- D. the amount of rack space in the equipment rack
- E. the amount of power that is available to support new LAN switches

Answer: A,D,E

Explanation:

QUESTION NO: 4 DRAG DROP

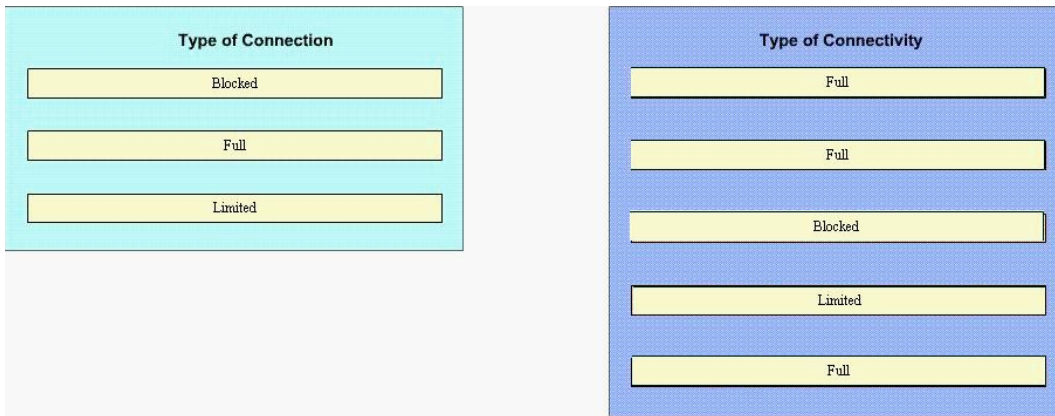
The intranet will have three VLAN types to support voice and data traffic; one type for voice, one type for data, and one type for the Cisco Unified Communications Manager cluster. How should inter-VLAN connectivity be deployed? Drag and drop the type of connectivity to each type of connection. Types of connections may be used more than once.

Type of Connection	Type of Connectivity
Blocked	Data-to-data
Full	Voice-to-voice
Limited	Voice-to-data
	Cisco Unified Communications Manager-to-data
	Cisco Unified Communications Manager-to-voice

Answer:

Type of Connection	Type of Connectivity
Blocked	Full
Full	Full
Limited	Blocked
	Limited
	Full

Explanation:

**QUESTION NO: 5**

Ajax wants to ensure that their employees are safe and that they comply with the law. What are four general E911 responsibilities of an enterprise telephony system? (Choose four.)

- A. Enable PSAP call-back.
- B. initiate the update of ALI records.
- C. Provide a detailed map of all ERLs.
- D. Allow conferencing with internal security personnel.
- E. Route calls to the appropriate point (on-net or off-net).
- F. Deliver appropriate calling party number digits to LEC

Answer: A,B,E,F

Explanation:

QUESTION NO: 6

What are two conferencing guidelines for a single-site deployment? (Choose two.)

- A. Use hardware conferencing only for small deployments
- B. If available, configure DSPs for flex-mode when there are multiple codec types in use.
- C. Group any conferencing resources into MRGLs based on their location, to manage Call Admission Control.
- D. Make certain that Meet-Me and Ad-Hoc conference resources each account for a minimum of 5% of the user base.

Answer: B,D

Explanation:

QUESTION NO: 7

Ajax needs to provide technical support outside of normal operating hours. They would like to deploy a small test call center to develop the skills necessary to provide phone, chat, and e-mail support. Ajax wants to start with five agents. Which two connection types would be applicable for use with the planned contact center? (Choose two.)

- A. pri
- B. CAS DC. ESM
- C. qsig
- D. pots

Answer: A,B

Explanation:

QUESTION NO: 8

Indicate whether T1s or E1s are available in your area. (Note: If both are available, choose the one with which you are most familiar.)

Exhibit 1

Number Of Lines	Traffic Offered for P(0.01) 1%	Traffic Offered for P(0.02) 2%	Traffic Offered for P(0.03) 3%	Traffic Offered for P(0.04) 4%
5	1.4	1.6	1.9	2
6	1.9	2.2	2.5	2.7
72	57.9	60.9	63.2	65
73	58.8	62	64.2	66
74	59.7	62.9	65.1	67.1
75	60.7	63.9	66.2	68
86	70.9	74.4	76.9	79
87	71.9	75.3	77.9	80
88	72.8	76.4	78.9	81
89	73.7	77.3	79.9	82.1
90	74.6	78.3	80.9	83
113	96.2	100.6	103.6	106.2
114	97.2	101.5	104.6	107.3
115	98.2	102.5	105.7	108.2
116	99.2	103.4	106.6	109.2
117	100.1	104.4	107.6	110.3

- A. T1
- B. E1

Answer: A

Explanation:

QUESTION NO: 9

You have decided to use the MGCP signaling protocol for the PSTN gateway at Ajax. Which option is true regarding the use of a gatekeeper in their network?

- A. One may be used for CAC.
- B. One could be used for address resolution.
- C. One may be deployed for both CAC and address resolution.
- D. A gatekeeper is not applicable in this situation.

Answer: D

Explanation:

QUESTION NO: 10

Ajax has contacted its LEC to obtain an additional range of DIDs. Their current DID range is 555-6000 through 555-6999. The LEC can provide them with an additional range of numbers, 556-6000 through 556-6999. The LEC is currently sending four digits inbound, so the two DID ranges overlap. What two things can be done to resolve this solution? (Choose two.)

- A. Ask the LEC to send five digits.
- B. Change internal calls to five-digit dialing.
- C. Move to a six-digit dial plan to provide more dialing granularity for all extension numbers.
- D. Contact an alternative carrier to see if it can provide a DID range that does not overlap with the current range.

Answer: A,B

Explanation:

QUESTION NO: 11

Currently, Ajax is considering implementing an IP contact center for the technical support group. As an interim step, calls to the technical support group need to be distributed in a round-robin fashion. Can this be accomplished?

- A. Yes, with route groups.

- B. Yes, by using call pick-up groups.
- C. Yes, by implementing hunt groups.
- D. Yes, by routing calls via an IVR unit.
- E. No, Cisco Unified Contact Center is needed.

Answer: C

Explanation:

QUESTION NO: 12

The Ajax network coordinator is concerned that the IP phones can be targeted for malicious attack. When the security is designed for the IP telephony solution, which two methods can be used to help prevent malicious phone attacks? (Choose two.)

- A. Ensure the PC port is disabled if a PC is not attached.
- B. isolate the IP phone VLANs from the PC data VLANs.
- C. Ensure the IP phone firmware is validated with the Cisco Unified Communications Manager.
- D. Ensure the Cisco Unified Communications Manager is configured to disable acceptance of GARP on IP phones.

Answer: B,D

Explanation:

QUESTION NO: 13

The Ajax server administrator is interested in determining how the Cisco Unified Communications Manager servers can be monitored and if the system has been compromised. Which two methods can be used to support these requirements and still maintain a high degree of security? (Choose two.)

- A. Provide a uniform level of access to all operators, technicians, and system administrators.
- B. Turn on event logging in all the Cisco Unified Communications Manager servers and regularly review event logs for the cluster.
- C. Enable SNMP on all Cisco Unified Communications Manager servers and change the default community strings.
- D. Enable SNMP for all the devices that support IP telephony in the Ajax network and change the default community strings.
- E. send all audit logs to a dedicated log server and filter the reports to view only critical and fatal events.

Answer: B,C