642-072

Cisco

Cisco Unity Design and Networking (CUDN)

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QUESTION 1:

When installing Cisco Unity into a Lotus Domino messaging environment, one requirement is to install at least one Cisco Unity server per Domino _____.

A. nsf group
B. domain
C. site
D. routing group

Answer: B

QUESTION 2:

Some Cisco Unity Unified Messaging users complain that they cannot make a TRaP connection when attempting to play and record messages through their desktops. What is a possible cause of this?

A. The Cisco Unity server does not have a sufficient number of Unified Messaging licenses.
B. These users need to have their Exchange mailboxes modified to allow access.
C. These users are not licensed for Unified Messaging.
D. A firewall separates these users from Cisco Unity.

Answer: D

QUESTION 3:

Certkiller .com sells wireless communications services to customers throughout the eastern United States. In 1999, Certkiller .com acquired a smaller wireless communications company, Snafu inc. Snafu inc provides similar services to Certkiller .com in the New England area. Certkiller .com has its headquarters in Dulles, Virginia (3253 employees) and its branch offices are located in Richmond, Virginia (1131 employees), Baltimore (748 employees), Washington, D.C. (442 employees), Philadelphia (115 employees), and Trenton, New Jersey (26 employees). Snafu inc has its headquarters in New York City (414 employees), and its branches are in Boston (212 employees) and Providence, Rhode Island (89 employees). Certkiller .com will be implementing a centralized Cisco Unity deployment. When customers call an employee, the company wants to provide quick service on those directory lookups.
Which implementation does the best job of delivering the service?

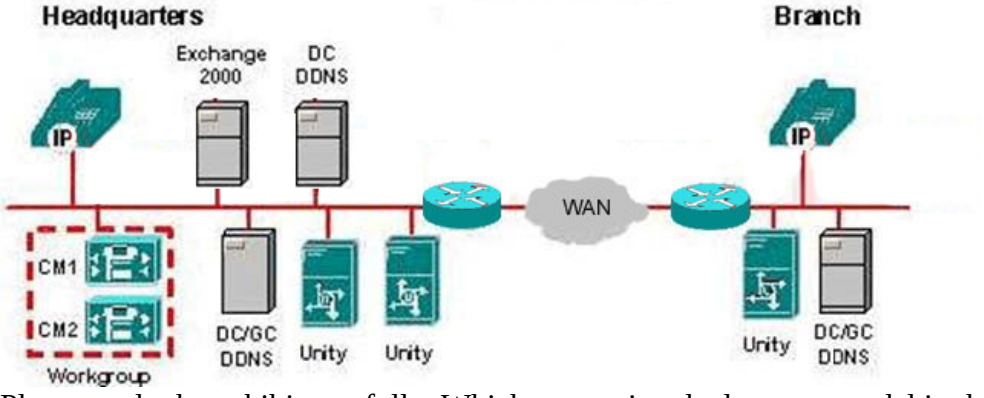
A. Build multiple directory handlers that break the company population into groups arranged alphabetically by last name; make four groups as equal as possible in size; build an introductory call handler from the opening greeting that provides one-key dialing to each of the four groups.

B. Buy a Platform Overlay 3 server with extra memory and processor speed to provide the quickest service.
C. Build a directory handler for each office; put each subscriber in a distribution list for that office; make that list limit the directory handler search; build an introductory call handler from the opening greeting that provides one-key dialing to each of the offices.
D. Build two directory handlers: one for Certkiller .com, and one for Snafu inc; add subscribers to the appropriate subscriber template and use that template to limit the directory search; build an introductory call handler from the opening greeting that provides one-key dialing to each of the directory handlers.

Answer: C

QUESTION 4:

Exhibit:



Please study the exhibit carefully. Which messaging deployment model is shown?

A. clustered Exchange messaging
B. branched messaging
C. This is not a supported message deployment model.
D. distributed messaging

Answer: C

QUESTION 5:

Certkiller .com is concerned about security on their Cisco Unity Unified Messaging installation. Which two steps can they take to improve security? (Choose two.)

A. Keep voice-mail messages on the box.
B. Install Cisco Security Agent for Cisco Unity.
C. Isolate Cisco Unity behind a separate firewall.
D. Install antivirus software.
E. Perform a nightly backup.

Answer: B,D

QUESTION 6:

You are designing a Cisco Unity voice-mail-only solution to allow all outside callers at any of the 14 different company offices to locate any of the 7500 users by simply spelling the name of the user via the touch-tone telephone keypad in an Automated Attendant conversation. Each office has a different voice-mail system that you will replace with the new Cisco Unity solution. Each office also has a separate telephone system. The telephone systems come from various manufacturers. Users dial individual 10-digit phone numbers to reach each user. There is no telephone networking between offices. Many of the telephone systems will not allow conferencing and have a limited number of trunks for each office. Certkiller .com is not willing to change the telephone system structure at this time.
Which solution best meets Certkiller .com needs?

A. This can be done with VPIM, which is an industry standard that allows different telephone systems to integrate over the Internet.
B. You can network the Cisco Unity systems together for subscriber-to-subscriber messaging, but to fulfill the requirements they want for Automated Attendant transfers between offices, they need to change to a networked telephone system solution.
C. Create a new forest/domain and add one Cisco Unity server at each office. All Cisco Unity systems are member servers in the forest/domain and are provisioned for the number of users at that site. On one Cisco Unity server a dialing domain is created and all other Cisco Unity servers join that dialing domain. The directory handler search scope is set to that dialing domain.
D. This can be done with the optional Cisco Unity PBX conference feature that allows transfers between different PBXs by using the Intel Dialogic voice cards installed in all Cisco Unity servers.

Answer: B

QUESTION 7:

During the presales phase of the design process, which design template do you use to ensure you understand Certkiller .com goals?

A. customer requirements verification
B. customer expectation validation
C. customer needs statement
D. customer feature and function list

Answer: A

QUESTION 8:

As part of the design acceptance process your Domino customer has asked that you give

a brief description of the integration between mailstore, the Cisco Unity server, and client workstation. You explain the concept of how the different components of the Domino Communication Services will be installed on each of the different servers. Select the statement that is the accurate explanation.

A. There are three DUC services: CS Server, which is installed on the server storing user mailboxes; CS Admin, which is installed on the Domino Administrator server; and CS client, which is installed on the client workstation and the Cisco Unity Server. The Domino CS client software installed on the Cisco Unity server allows access to inbox status to see new voice-mail messages, so Cisco Unity can light the lamps on the correlating phones of users.
B. There are three DUC services: CS server, which is installed on the Cisco Unity Server; CS Admin, which is installed on the Domino server, storing inboxes of users; and CS client, which is installed on the client workstation. Domino client software is also installed on the Cisco Unity server. Cisco Unity uses the client to send mail to users and view who has new voice-mail messages, so Cisco Unity can light the lamps on the correlating phones belonging to users.
C. There are three DUC services: CS Server, which is installed on the server, storing user mailboxes; CS Admin, which is installed on the Domino Administrator server; and CS client, which is installed on the client workstation. Domino client software is installed on the Cisco Unity server. Cisco Unity uses the client to send mail to users and the Domino server sends Cisco Unity updates on who has new voice-mail messages, so Cisco Unity can light the lamps on the correlating phones belonging to users.
D. There are three DUC services: DOMDUC server, which is installed on the server, storing user mailboxes; DOMDUC Admin, which is installed on the Domino Administrator server, and DOMDUC client, which is installed on the client workstation. Domino client software is installed on the Cisco Unity server. Cisco Unity uses the client to view inboxes belonging to users to see who has new voice-mail messages, so Cisco Unity can light the lamps on the correlating phones of users.

Answer: C

QUESTION 9:

You are beginning the Cisco Unity design process with Certkiller .com. Which worksheet template do you use first?

A. external customer requirements
B. preliminary customer requirements interview
C. initial customer requirements
D. internal customer requirements

Answer: D

QUESTION 10:

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