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Exam : Cisco 646-223

Title : Unified Communications Express AM

1. A system administrator is concerned that Cisco Unified Communications might not conform to industry standards. Which three responses are the most appropriate to provide? (Choose three.)

Select 3 response(s).

- A. Cisco has decided to use their own protocols, such as SCCP, to support enhanced features.
- B. Cisco is a progressive company by nature, so there will always be occasions when products and services are developed that break new ground.
- C. All standards of IP telephony are currently available only as drafts.
- D. Cisco is making and leading the market; therefore many standards are initiated by Cisco.
- E. No vendor works conform to standards, so this will not be an issue.
- F. Cisco supports open standards such as PoE and SIP.

Answer: BDF

2. Telecommunications manager: "I have heard that the speech quality of VoIP is poor. I think I would rather wait until the technology has really been tested."

What is the most appropriate response to the telecommunications manager objection to deploying a Cisco Unified Communications solution?

Select the best response.

- A. VoIP is already a proven technology and the speech quality would be as good as, if not better than, a traditional phone system.
- B. Cisco Unified Communications is an enhancement of VoIP, so it offers better quality.
- C. Today, there is enough bandwidth in the Internet, so QoS for speech would be guaranteed.
- D. Policies applied to traffic on a Cisco Unified Communications network are set to give a higher priority to voice packets than to data packets, which guarantees that speech quality is as good as, if not better than, a traditional phone system.

Answer: D

3. Voice traffic has strict requirements concerning packet loss, delay, and delay variation (jitter), which enable a solution for delivering high-quality voice on an IP network.

Which individual would most likely be the key decision-maker of QoS implementations?

Select the best response.

- A. key manager
- B. financial manager
- C. telecommunications manager
- D. system administrator

Answer: D

4. If a customer wants to reduce the cost of IT overhead, which activity will be most effective?

Select the best response.

- A. install fewer routers and switches
- B. reduce network administration
- C. purchase low-cost network equipment
- D. reduce bandwidth for WAN connections

Answer: B

5. Which three benefits describe how a converged network solution can leverage the existing infrastructure of an SMB customer? (Choose three.)

Select 3 response(s).

- A. A converged network is easier to manage.
- B. Converged networks offer new capabilities and applications.
- C. A converged network does not need a gateway to the PSTN anymore.
- D. Converged networks are often proprietary, closed systems.
- E. A converged network is less expensive to build and operate.
- F. Converged networks use dedicated lines for voice, video, and data.

Answer: ABE

6. Which Cisco Unified Communications product displays the latest customer information to answer customer inquiries and increase customer satisfaction?

Select the best response.

- A. Cisco Unity Express
- B. Cisco Unified CallConnector
- C. WebEx
- D. Cisco Unified Video Advantage
- E. Cisco Unified Communications Manager Express

Answer: B

7. Which two advantages of security implementations in Cisco Unified Communications Express solutions are true? (Choose two.)

Select 2 response(s).

- A. The Cisco 1861 ISR provides built-in security with hardware encryption and decryption.
- B. Voice clients are critical elements in the Cisco Self-Defending Network, which integrates security throughout all aspects of the network.
- C. Cisco Unified IP phones provide XML capabilities to extend security functions on a phone.
- D. Cisco Unified Communications Manager Express is running on Linux to protect against vulnerabilities and attacks.
- E. Cisco Unified Communications Manager tools monitor the converged network to detect security attacks.

Answer: AB

8. An attendant needs a phone that supports many speed dials and is reachable via multiple lines.

Which Cisco Unified IP phone solution would be the best?

Select the best response.

- A. Cisco Unified IP Phone 7971G
- B. Cisco Unified IP Communicator
- C. Cisco Unified IP Phone 7945G
- D. Cisco Unified IP Conference Station 7936
- E. Cisco Unified IP Phone 7931G
- F. Cisco Unified IP Phone 7906G

Answer: E

9. A potential customer has an existing telecommunications system and data network.

Which three statements best describe how this customer could benefit from a Cisco Unified Communications solution? (Choose three.)

Select 3 response(s).

- A. Cisco ISR routers have the capability to integrate wireless, security, and voice services.
- B. Cisco Unity Express includes voice mail and auto-attendant features that a traditional telecommunications system will not offer.
- C. A Cisco Unified Communications solution will offer new productivity enhancement features for employees, such as screen pops, click-to-dial, and call tracking.

- D. Cisco Unified Video Advantage adds video capabilities to a Cisco Unified IP phone.
- E. The customer can continue to use the legacy PBX equipment and implement Cisco ISR routers for the data network.
- F. Cisco Unified Communications Manager Express is able to control the legacy phones.

Answer: ACD

10. Which of these is not a feature of Cisco Unified CallConnector Mobility?

Select the best response.

- A. single-number reach
- B. single voice-mail box
- C. user-customizable rules for routing
- D. integration with legacy PBX systems
- E. Reach at Any Phone
- F. integration with Presence

Answer: D

11. A customer is afraid to implement Cisco Unified Communications, because their primary intention is to simplify their operations.

What are the two most appropriate responses to this objection? (Choose two.)

Select 2 response(s).

- A. Users often change their offices, so implementation of Cisco Unified Communications would reduce moves, adds, and changes.
- B. Cisco Unified Communications could reduce overall cost of toll charges because a network administrator may configure toll-bypass.
- C. Cisco Unified Communications will decrease device management because a network administrator is able to configure data and telephony equipment.
- D. Users will use new applications such as video and web sharing.
- E. Cisco Unified IP phones will offer new XML applications.

Answer: AC

12. A customer decided to simplify his operations and purchased Cisco Smart Care Service.

Which of these is not a feature and benefit of Cisco Smart Care Service?

Select the best response.

- A. It provides remote monitoring and repair of Cisco devices and software applications.
- B. It provides proactive health checks and periodic assessments of Cisco network foundation, voice, and security technologies to identify potential issues.
- C. Cisco Smart Care Service replaces Cisco SMARTnet and Shared Support Services.
- D. The service is delivered through a local Cisco Certified Partner working with Cisco to provide a consistently excellent service experience.

Answer: C

13. A potential customer wants to use XML applications to provide several features on a phone, such as time and attendance solutions, opportunities for team collaboration, and camera display.

The customer is interested in a phone that supports a high-resolution color touch-screen display.

Which Cisco Unified IP phone would be the best for this customer?

Select the best response.

- A. Cisco Unified IP Phone 7971G
- B. Cisco Unified IP Communicator
- C. Cisco Unified IP Conference Station 7936
- D. Cisco Unified IP Phone 7931G
- E. Cisco Unified IP Phone 7906G
- F. Cisco Unified IP Phone 7942G

Answer: A

14. A car dealer is interested in implementing Cisco Unified Communications. He explains that his salesmen need to be reachable via phone when they leave their desks, for example, when they go to the garage.

What are the two possible solutions for offering this mobility? (Choose two.)

Select 2 response(s).

- A. VoWLAN with Cisco IP Phone 7921
- B. Cisco IP Unified Communicator
- C. Nokia dual-mode phones
- D. Cisco Unified CallConnector for CRM
- E. Cisco Unified Video Advantage

Answer: AC

15. How does Cisco ensure security for a Cisco Unified Communications solution?

Select the best response.

- A. Cisco uses proprietary protocols that protect against known vulnerabilities, such as virus attacks, service attacks, and hackers.
- B. Cisco has a set of design guidelines and software services that, when implemented, will secure the network against known vulnerabilities, such as virus attacks, service attacks, and hackers.
- C. A Cisco Unified Communications solution is always more secure than traditional phone systems.
- D. Because a Cisco Unified Communications solution is isolated from the data network, it protects against known vulnerabilities, such as virus attacks, service attacks, and hackers.

Answer: B

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