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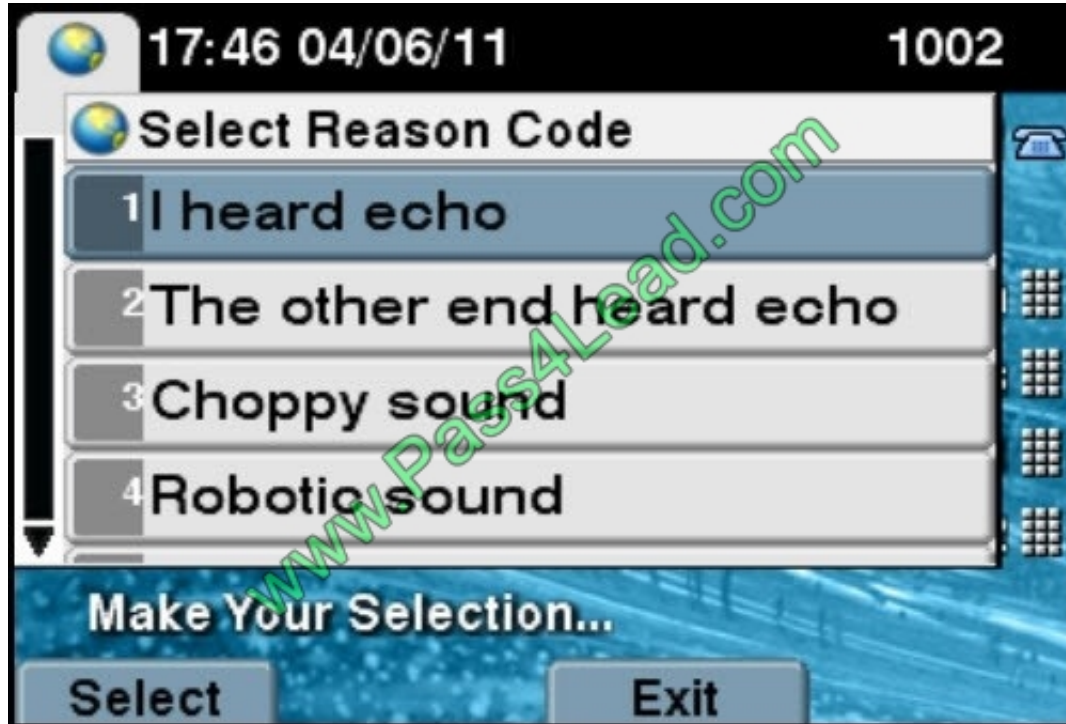
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**QUESTION 1**

Refer to the exhibit.



Which Cisco Unified CM service interfaces with Cisco IP Phones to allow users to report audio and other general problems on the phones?

- A. Cisco Serviceability Reporter
- B. Cisco Audit Event Service
- C. Cisco CallManager Serviceability
- D. Cisco Extended Functions
- E. Cisco RTMT Reporter Servlet

Correct Answer: D

QUESTION 2

Which two guidelines are recommended when configuring agent phones for Cisco Unified CCX agents? (Choose two.)

- A. In the Multiple Call/Call Waiting Settings section, set the Maximum Number of Calls to 2.
- B. In the Multiple Call/Call Waiting Settings section, set the Busy Trigger value to 2.
- C. The Unified CCX extension for the agent must be listed within the top four extensions on the device profile.



D. In the Multiple Call/Call Waiting Settings section, set the Maximum Number of Calls to at least 3.

E. Always enable SRTP when configuring an agent phone.

Correct Answer: AC

Follow these guidelines when configuring agent phones for Unified CCX agents:

Choose Device > Phone in Unified Communications Manager Administration. The Find and List Phones window is displayed.

Enter search criteria to locate a specific phone and click Find. A list of phones that match the search criteria is displayed. Click the device name of the phone to which you want to add a directory number. The Phone Configuration window is

displayed.

In the Unified Communications Manager Administration Phone Configuration web page, select the required Association Information (on the left) to get to the Directory Number Configuration web page. On this page, make the following

changes:

- In the Multiple Call/Call Waiting Settings section, set the Maximum Number of Calls to 2 (default is 4) for Cisco Unified IP Phones 7900 Series and 3 for Cisco Unified IP Phones 8961, 9951, and 9971.

-In the Multiple Call/Call Waiting Settings section, set the Busy Trigger value to 1 (default is 2).

-

In the Call Forward and Call Pickup Settings section, verify that you do not forward any Unified Communications Manager device to the Unified CCX extension of an agent.

-

In the Call Forward and Call Pickup Settings section, verify that you do not configure the Unified CCX extension of an agent to forward to a Unified CCX route point. Always disable (turn off) Secure Real-Time Transport Protocol (SRTP)

when configuring a Cisco Unified Communications product. You can disable SRTP for a specified device or for the entire Unified Communications Manager:

-

For a specified device--Choose Device > Phone. In the Find and List Phone page, select the required phone device. In the Phone Configuration page for the selected phone, scroll down to the Protocol Specific Information section. To turn off

SRTP on the phone device, select any one of the Non Secure SCCP Profile auth by choices from the drop-down list in SCCP Phone Security Profile or SCCP Device Security Profile field.

-

For the entire Unified Communications Manager cluster -- Choose System > Enterprise Parameters. In the Enterprise Parameters Configuration page, scroll down to the Securities Parameters section, to verify that the corresponding value

for the Cluster Security Mode field is 0. This parameter indicates the security mode of the cluster. A value of 0 indicates that phones will register in nonsecure mode (no security). The Unified CCX extension for the agent must be listed within



the top 4 extensions on the device profile. Listing the extension from position 5 on will cause Unified CCX to fail to monitor the device, so the agent will not be able to log in.

Do not forward any Unified Communications Manager device to the Unified CCX extension of an agent.

Do not configure the Unified CCX extension of an agent to forward to a Unified CCX route point.

Do not use characters other than the numerals 0 to 9 in the Unified CCX extension of an agent.

Do not configure two lines on an agent phone with the same extension when both lines exist in different partitions.

Do not assign a Unified CCX extension to multiple devices.

Do not configure the same Unified CCX extension in more than one device or device profile. (Configuring a Unified CCX extension in one device or device profile is supported.)

To use Cisco Unified IP Phones 9900 Series, 8900 Series, and 6900 Series as agent devices, the RmCm application user in Unified Communications Manager needs to have "Allow device with connected transfer/conference" option assigned

to itself.

QUESTION 3

Which of the following Cisco IOS-XE dial-peer commands has the highest preference for outbound SIP dial-peer selection?

- A. Destination uri
- B. Destination uri-diversion
- C. Destination calling e164-pattern-map
- D. Destination-pattern
- E. Carrier-id target
- F. Destination e164-pattern-map

Correct Answer: C

QUESTION 4

Refer to the exhibit.

```
Branch-Router#debug ip dhcp packet
*Aug 15 22:13:23.924: DHCPD: Finding a relay for client 01ec.4476.1e3e.7d on interface Vlan101.
*Aug 15 22:13:23.924: DHCPD: setting giaddr to 10.101.15.1.
*Aug 15 22:13:23.924: DHCPD: BOOTREQUEST from 01ec.4476.1e3e.7d forwarded to 10.100.1.1.
*Aug 15 22:13:23.940: DHCPD: forwarding BOOTREPLY to client ec44.761e.3e7d.
*Aug 15 22:13:23.940: DHCPD: broadcasting BOOTREPLY to client ec44.761e.3e7d.
Branch-Router#
```



The exhibit shows the Cisco IOS CLI output of debug ipdhcp packet, which was captured on a router that is located at a branch office where a single IP phone is located. There is a standalone Cisco Unified Communications Manager server at the central site, which also provides DHCP services to the IP phone at the branch office. You are troubleshooting a problem where the IP phone received an IP address in the correct subnet and with a correct subnet mask from the DHCP server, but never completed registration with Cisco Unified CM. Assuming the IP phone is correctly defined on Unified CM, which two statements the network components are true? (Choose two.)

- A. The MAC address of the IP phone is 01ec44761e3e7d.
- B. The IP address of the DHCP server is 10.101.15.1.
- C. The MAC address of the VLAN 101 interface is 01ec44761e3e7d.
- D. The MAC address of the IP phone is ec44761e3e7d.
- E. There is no IP connectivity between the VLAN 101 interface of the branch router and the ip-helper address that is configured on this interface.
- F. Based on the information provided, we cannot conclude if there is IP connectivity between the IP phone and Cisco Unified CM.

Correct Answer: DF

In the logs the only information that we get is about the mac address of the IP phone because the IP phone is raising the boot request.

QUESTION 5

Refer to the exhibit.

```
voice translation-rule 5
  rule 1 /91\([27]..\)\(.*\)/ /+\1\2/
  rule 2 /91\([567][456]..\)\(.*\)/ /+\0\2/
  rule 3 /91\([7+..\)\(.*\)/ /+1\1\2/
  rule 4 /91\(.*\)/ /+\0\1/

RTR1#test voice translation-rule 5 917765284569
Matched with rule 1
Original number: 917765284569   Translated number: +7765284569
Original number type: none      Translated number type: none
Original number plan: none      Translated number plan: none
```

A collaboration engineer is troubleshooting outgoing calls that do not work to a specific number. The PSTN provider is playing a prompt explaining that the dialed number is missing the "1" for long Distance calls. Which four configuration changes resolve this issue? (Choose four)

- A. edit rule 4 and change /+\0\1/ to /+1\0\1\2/
- B. edit rule 1 and change \([27]..) to (7+.)



- C. edit rule 3 and change `/+1\1\2/` to `/+1\1\2/`
- D. edit rule 2 and change `/+\0\2/` to `/+1\0\1\2/`
- E. edit rule 2 and change `\([567][456].\)` to `\([5-7][4-6].\)`
- F. edit rule 4 and change `\(.*)` to `\(776\)\(.*)`
- G. edit rule 1 and change `/+1\1\2/` to `/+1\1\2/`
- H. edit rule 3 and change `\(7+ \)` to `\([27]..)`

Correct Answer: DFGH

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