



400-051^{Q&As}

CCIE Collaboration Written

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**QUESTION 1**

The Information Technologies policy of your company mandates logging of all calls that last less than one second in Call Detail Records. Which option is the minimum Cisco Unified CM Service Parameter configuration that is needed to ensure compliance to this policy?

- A. Set CDR Enabled Flag to True.
- B. Set CDR Log Calls with Zero Duration Flag to True.
- C. Set CDR Enabled Flag and CDR Log Calls with Zero Duration Flag to True.
- D. Set CDR Enabled Flag to True and set Call Diagnostics Enabled to Enable Only When CDR Enabled Flag is True.
- E. Leave CDR Enabled Flag and Call Diagnostics Enabled to their default settings.

Correct Answer: C

QUESTION 2

Which three Cisco Unified CM features are affected by Application Dial Rules? (Choose three.)

- A. Unified Mobility
- B. Manager Auto-Attendant
- C. Device Mobility
- D. Manager Assistant
- E. Web Dialer
- F. Extension Mobility

Correct Answer: ADE

QUESTION 3

A voice engineer is preparing to migrate from PRI to SIP. Which three SIP request methods are available? (Choose three.)

- A. UNAUTHORIZED
- B. PRACK
- C. USE PROXY
- D. NOTIFY
- E. OPTIONS



F. TRYING

Correct Answer: BDE

QUESTION 4

Which Cisco Unified Contact Center Express core system software component communicates with Cisco Agent Desktop for agent state control and call control?

- A. Unified CCX Engine
- B. Database
- C. Monitoring
- D. Recording
- E. RmCm

Correct Answer: A

The Unified CCX Engine enables you to run multiple applications to handle Unified CM Telephony calls or HTTP requests. The Unified CCX Engine uses the Unified CM Telephony subsystem to request and receive services from the

Computer Telephony Interface (CTI) manager that controls Unified CM clusters. The Unified CCX Engine is implemented as a service that supports multiple applications. You can use a web browser to administer the Unified CCX Engine and

your Unified CCX applications from any computer on the network. Unified CCX provides you the following two web interfaces:

Unified CCX Administration web interface: Used to configure system parameters, subsystems, view real-time reports that include total system activity and application statistics, and so on.

Unified CCX Serviceability web interface: Used to view alarm and trace definitions for Unified CCX services, start and stop the Unified CCX Engine, monitor Unified CCX Engine activity, and so on.

QUESTION 5

A collaboration engineer is troubleshooting an MOH problem on a Cisco IOS SIP gateway in searching through a debug CCSIP message output. Which three parameters in the SIP messages can be used to determine if the call was placed on hold? (Choose three)

- A. OPTIONS WITH 301 CALLHOLD
- B. INVITE WITH a=INACTIVE
- C. INVITE WITH a=SENDONLY
- D. OPTION WITH c=INACTIVE
- E. c=IN IP4 0.0.0.0



F. BYE WITH A = CALLHOLD

Correct Answer: BCE

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