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QUESTION 1

Which Internet Protocol (IP) telephony element is best categorized as a call management component?

- A. voice gateway
- B. IP telephone
- C. call-processing software
- D. private branch exchange (PBX)

Correct Answer: C

QUESTION 2

Which content network component provides fault tolerance, scalability, and load balancing?

- A. content router
- B. Content Distribution Manager (CDM)
- C. content engine
- D. content switch

Correct Answer: D

QUESTION 3

Which is a series of Cisco routers?

- A. 2900
- B. 3500
- C. 3600
- D. 6500

Correct Answer: C

QUESTION 4

What is storage networking?

- A. hardware and software that deliver rich media to the network edge
- B. optical storage networks based on the Fibre Channel protocol



- C. hardware and software that unite multiple server-based storage areas
- D. a storage array attached to a server using a Small Computer Systems Interface (SCSI)

Correct Answer: C

QUESTION 5

Which Cisco Internet Protocol (IP) telephony product or series is an integrated suite of software solutions that provides a flexible infrastructure for managing customer service?

- A. Cisco CallManager
- B. Cisco Conference Connection
- C. Cisco Integrated Communications System (ICS) 7750
- D. Cisco IP Contact Center (IPCC)

Correct Answer: D

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