300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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QUESTION 1

An engineer needs to configure individual call handler greetings on Cisco Unity Connection so that a single greeting can override all other greetings set by users during a holiday period. Which type of greeting should be configured to accomplish this goal?

A. internal

B. Holiday

C. Alternate

D. Closed

Correct Answer: C

QUESTION 2

Refer to the exhibit.

Figure 17 Business Hours Step Output Branches

Is Holiday (Date: --Current Date--)
- No
  - Play Prompt (contact: --Triggering Contact--, prompt: holidayPrompt)
- Yes
  - Business Hours (date: --Current Date--, time: --Current Time--, schedule: businessSchedule)
    - Open
      - Play Prompt (contact: --Triggering Contact--, prompt: busOpenPrompt)
    - Closed
      - Play Prompt (contact: --Triggering Contact--, prompt: busClosedPrompt)

An administrator is configuring the auto-attendant script for a Cisco Unity Express Integration to Cisco UCME and wants to play the "busOpenprompt" wave file when il is not a holiday. How should the script be configured to accomplish this goal?

A. Check the Business Hours only if the "Is Holiday" prompt returns a "Yes".

B. Swap me Open and Closed branches in the script.

C. Check the Business Hours only if the "Is Holiday" prompt returns a "No".

D. Swap the "busOpenPrompt" with "busclosedPrompt".

Correct Answer: C

QUESTION 3

Users report that they are unable to check voicemail. and an engineer discovers that the voicemail system is not routing calls between Cisco Unity Connection and Cisco UCM via SCCP

Which action should be taken to resolve this issue?

A. Verify registration of the CTI ports.

B. Verify OPTIONS Ping in the SIP trunk profile.

C. Verify voicemail SIP trunk in the route list.

D. Verify Calling Search Space in the Directory Number setting.

Correct Answer: D

QUESTION 4

Which description of an IdP server is true?

A. authenticates user credentials

B. provides user authorization

C. is an authentication request that is generated by a Cisco Unified Communications application

D. consists of pieces of security information that are transferred to the service provider for user authentication

Correct Answer: A

SSO uses Security Assertion Markup Language (SAML) to exchange authentication details between an Identity Provider (IdP) and a service provider. The identity provider authenticates user credentials and issues SAML assertions, which are pieces of security information transferred from the identity provider to the service provider for user authentication. Each assertion is an XML document that contains trusted statements about a subject including, for example, username and privileges. SAML assertions are usually digitally signed to ensure their authenticity.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/exp ress_11_6_2/fe atures/guide/uccx_b_features-guide-1162/uccx_b_features-guide1162_chapter_010.html#concept_D4C0DDEE975FE5C9416479AB5D778237

QUESTION 5

Refer to the exhibit

A collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows deployed in phone-only mode The users are reporting that they cannot access voicemail services via the Cisco Jabber for Windows client on the corporate LAN

Which steps resolve this issue?

A. Add a secondary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages

B. Apply the voicemail service to a service profile so that the client can retrieve the settings

C. Update the jabber-config xml file with the correct voicemail parameters and restart the appropriate services

D. Add a primary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages

Correct Answer: D