



300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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QUESTION 1

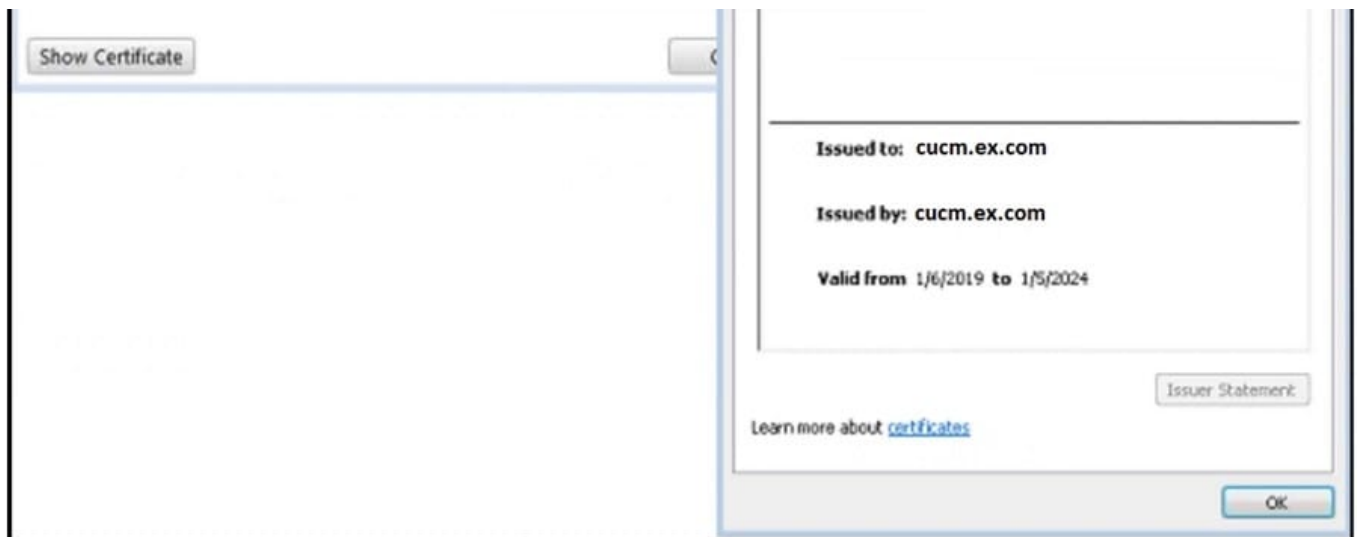
A user complains that incoming calls are being forwarded to another extension before being transferred to voicemail. The user expects calls to be transferred to their voicemail faster if they do not answer the phone. The administrator is managing calls with the supervised transfer option on a Cisco Unity Connection call handler. What should the administrator change to resolve this issue?

- A. T302 Timer
- B. Rings to wait
- C. Release to switch
- D. No answer ring duration (seconds)

Correct Answer: D

QUESTION 2

Refer to the exhibit.



When troubleshooting an internal Jabber login problem, there is a pop-up about a certificate error, and then the login fails. The FQDN of Cisco UCM is cucm.ex.com, and the FQDN of the IM and Presence Server is imp.ex.com. Which two actions should be taken to fix this issue? (Choose two.)

- A. Sign the Cisco Unified IM and Presence server certificate with a trusted certificate
- B. Import the certificate of cucm.ex.com into the Trusted Certificate Authorities on the PC running Jabber.
- C. Import the Cisco UCM CallManager certificate into the Trusted Certificate Authorities on the PC running Jabber
- D. Sign the Cisco UCM CallManager certificate with a trusted certificate authority.
- E. Sign the Cisco UCM tomcat certificate with a trusted certificate authority.



Correct Answer: BD

QUESTION 3

An administrator is setting up the Cisco Unified IM and Presence on-premises high availability feature and wants the Server Recovery Manager to initiate failover after 90 seconds. However, failover is happening after 60 seconds. How is this issue corrected?

- A. Change peer Heartbeat Timeout to 90 seconds.
- B. Change Keep Alive (Heartbeat) Interval to 90 seconds
- C. Change critical service delay to 90 seconds.
- D. Change keep Alive (Heartbeat) Timeout to 90 seconds.

Correct Answer: D

QUESTION 4

Which Cisco Unified Connections Manager service is required for users to control their desk phones using Cisco Jabber?

- A. Cisco CTIManager
- B. Cisco CTL Provider
- C. Cisco Presence Engine
- D. Cisco Serviceability Reporter

Correct Answer: A

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-installation-guide-cisco-jabber115/CJAB_BK_D00D8CBD_00_deployment-installation-guide-ciscojabber115_chapter_0111.html

QUESTION 5

An administrator is troubleshooting an Issue with Cisco Unity Connection. When outside callers interact with the Auto-Attendant, the callers cannot reach the operator when they press '0'. However, the callers can leave messages for users when they get a user's mailbox. Internal callers to the Auto-Attendant are experiencing the same issue. Which two areas should the administrator verify that Cisco Unity Connection is receiving the callers' keypresses? (Choose two.)

- A. Cisco Unity Connection Media (Wave) Traces
- B. Cisco Unity Connection Remote Port Status Monitor
- C. Cisco Unity Connection Packet Capture



D. Cisco UCM CallManager Traces

E. Cisco UCM CDR Records

Correct Answer: CD

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