300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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QUESTION 1

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

QUESTION 2

A collaboration engineer is troubleshooting Cisco IM and Presence high availability. The system is version 10.x. The engineer has confirm that the server recovery manager service is configured using system defaults. The engineer notices that user sessions have not fallen back to the homed nodes.

What is the cause this Issue?

A. The engineer did not click the Fallback button for the redundancy group

B. The user accounts were moved to the redundant server,

C. The failed service Of server was offline longer than the Client Re-Login upper Lint setting.

D. The failed service or server has not been active for at least 30 minutes.

Correct Answer: A

QUESTION 3

Refer to the exhibit
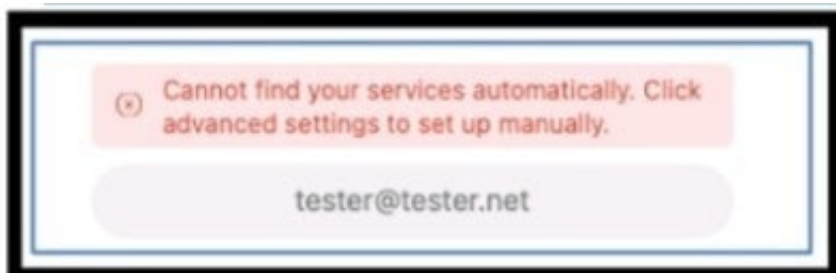
A collaboration engineer is configuring Jabber for Windows in softphone mode inside the corporate firewall The engineer initially tests the dient by manually setting the account type and the login server domain name Everything

works as expected Next the engineer resets Jabber and attempts to log in using automatic settings and receives an error.

Which two items must be modified to resolve the issue? (Choose two.)

A. DNS A record for _cisco-uds

B. DNS SRV record for _collab-edge

C. username portion of the login email

D. domain portion of the login email

E. DNS SRV record for_cisco-uds

Correct Answer: DE

QUESTION 4

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: C

QUESTION 5

Refer to the exhibit.

My rooms	Filters	All rooms

Contacts

Room1

Chat Rooms

Test Room — Thursday 6:51 PM

Test Room2

Users report that they cannot see the Chat Rooms icon on their Cisco Jabber clients. This feature works without issue in the lab. An engineer reviews the Cisco IMandP and Jabber configuration and finds that the jabber-config.xml file is configured properly to support this feature.

Which activity should be performed on the IMandP server to resolve this issue?

A. Activate Cisco XCP Connection Manager in Cisco Unified Serviceability > Tools > Service Activation.

B. Restart Cisco XCP Message Archiver in Cisco Unified Serviceability > Tools > Control Center ?Feature Services.

C. Restart XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Control Center ?Network Services.

D. Activate XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Service Activation.

Correct Answer: D

Reference: https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/118684-probsol-chat-00.html

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