



# 640-461<sup>Q&As</sup>

Introducing Cisco Voice and Unified Communications Administration  
v8.0

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### QUESTION 1

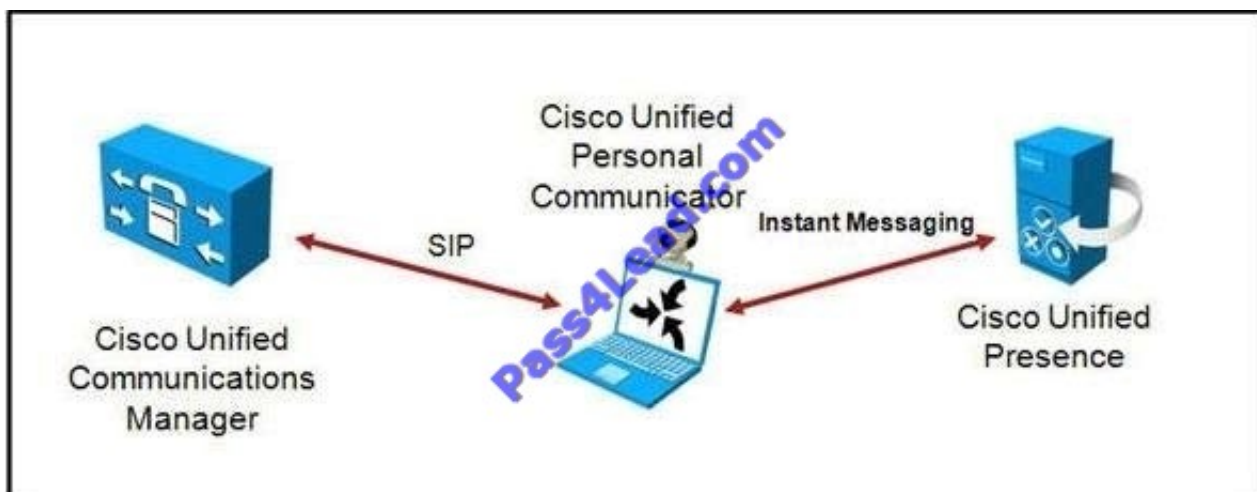
Which two statements about COR lists are true? (Choose two.)

- A. If there is no outgoing COR list applied, the call is routed.
- B. If there is no outgoing COR list applied, the call is blocked.
- C. If there is no incoming COR list applied, the call is routed.
- D. If there is no incoming COR list applied, the call is blocked.

Correct Answer: AC

### QUESTION 2

Refer to the exhibit.



What protocol is being used to send and receive instant messaging between the Cisco Unified Personal Communicator and Cisco Unified Presence?

- A. Enterprise Instant Messaging Protocol
- B. Extensible Messaging and Presence Protocol
- C. SIP
- D. SCCP
- E. CTI

Correct Answer: B

Cisco Unified Presence consists of many components that enhance the value of a Cisco Unified Communications



system. The main presence component of the solution is the Cisco Unified Presence server, which incorporates the Jabber Extensible Communications Platform and supports SIP/SIMPLE and Extensible Messaging and Presence Protocol (XMPP) for collecting information regarding a user's availability status and communications capabilities

Link: [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/srnd/8x/presence.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/8x/presence.html)

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### QUESTION 3

Which type of user in Cisco Unified Communications Manager has an interactive login?

- A. administrator
- B. end user
- C. application user
- D. phone user

Correct Answer: B

End users -- End users are associated with an individual and have an interactive login.

End users can have administrative roles based on the user group role configuration.

Application users -- Application users are associated with applications such as Cisco Unified Attendant Console, Cisco Unified Contact Center Express (UCCX), or Cisco Unified Manager Assistant. The mentioned applications need to

authenticate with CUCM, but application users do not have the ability to interactively log in. Application users are leveraged for internal process-level communications between applications.

Link:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_configuration\\_example09186a0080b3dd05.shtml](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_configuration_example09186a0080b3dd05.shtml)

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### QUESTION 4

What are two methods of displaying the device count of a particular IP phone type in Cisco Unified Communications Manager versions before 9.x? (Choose two.)

- A. In Cisco Unified CM Administration, navigate to System > Licensing > License Unit Report.
- B. In Cisco Unified CM Administration, navigate to System > Licensing > License Unit Calculator.
- C. In Cisco Unified CM Administration, navigate to System > Licensing > Capabilities Assignment.
- D. In Cisco Unified CM Administration, navigate to Device > Device Settings > Firmware Load Information.
- E. In Cisco Unified Reporting, select System Reports > Unified CM Device Counts Summary.
- F. In Cisco Unified Reporting, select System Reports > Unified CM Extension Mobility.
- G. In Cisco Unified Reporting, select System Reports > Unified CM User Device Count.



Correct Answer: BE

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#### QUESTION 5

When phones are divided in a group where all phones can answer a call, what is that setup called?

- A. call accounting
- B. call pickup
- C. call grouping
- D. intercom

Correct Answer: B

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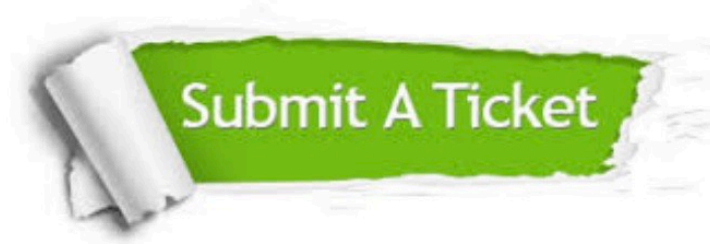
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