

Latest Version: 6.0

Question: 1

How do Basic Hunt Groups operate within Communication Manager to improve call handling?
Response:

- A. By allowing all calls to be picked up by the first available agent
- B. By ensuring that calls are never missed, as they are distributed among group members
- C. By locking stations that are not actively participating in call handling
- D. By encrypting the call data within the group

Answer: B

Question: 2

What is essential when creating a Meet-me Conference Vector in Communication Manager?
Response:

- A. Ensuring that each vector has a unique IP address
- B. Configuring the vector to handle overflow calls automatically
- C. Assigning a VDN that participants dial to join the conference
- D. Setting a password for conference entry

Answer: C

Question: 3

How does the EC500 feature support mobile workforce management?
Response:

- A. By enabling GPS tracking of mobile devices.
- B. By providing remote access to office telephony features.
- C. By allowing real-time data syncing across devices.
- D. By increasing mobile device battery life during calls.

Answer: B

Question: 4

What best practices are associated with managing different types of logs in Communication Manager?
Response:

- A. Regularly deleting logs to free up storage
- B. Analyzing logs daily to detect anomalies
- C. Keeping all logs indefinitely for compliance
- D. Encrypting logs to protect sensitive information

Answer: D

Question: 5

What scenarios are ideally suited for using the Call Pickup feature?
(Choose Two)
Response:

- A. When employees are away from their desks but still need to answer calls
- B. For high-security environments requiring station locking
- C. In busy office environments where timely call answering is critical
- D. When calls need encryption

Answer: A,C

Question: 6

Why is the Meet-me Conference feature beneficial for large organizations?
Response:

- A. It automatically records all discussions for compliance.
- B. It allows participants to join meetings from any location.
- C. It provides a detailed analytics report post-conference.
- D. It enhances the network security for sensitive meetings.

Answer: B

Question: 7

Why are live monitoring and trace commands valuable in system maintenance?
Response:

- A. They provide historical data analysis.

- B. They allow for immediate correction of network issues.
- C. They automate most of the administrative tasks.
- D. They reduce the need for manual system checks.

Answer: B

Question: 8

In what ways does Alternate Route Selection (ARS) work to improve communication efficiency?
(Choose Three)

Response:

- A. It reduces costs by choosing cheaper routes.
- B. It improves call quality by selecting the best available network.
- C. It increases security by frequently changing routes.
- D. It ensures business continuity by providing backup routes.
- E. It minimizes the need for manual intervention in routing decisions.

Answer: A,D,E

Question: 9

What role do Alarms, Error, and Event reports play in troubleshooting Communication Manager?

Response:

- A. They predict future system errors and failures.
- B. They provide real-time status of all active calls.
- C. They help in identifying and diagnosing system issues.
- D. They archive old data for compliance.

Answer: C

Question: 10

How are system reset levels strategically used in Communication Manager?

Response:

- A. To reset user passwords periodically
- B. To manage system updates and patches
- C. To revert systems to known good states during troubleshooting
- D. To enforce compliance with international standards

Answer: C