



300-815^{Q&As}

Implementing Cisco Advanced Call Control and Mobility Services
(CLACCM)

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**QUESTION 1**

An administrator has a requirement that the agents that receive calls from PSTN now must have a queue to hold the calls until they can be answered, but the customer cannot afford a contact center solution. The administrator discovered a feature called Native Call Queueing on Cisco UCM. Where must the administrator configure Native Call Queueing functionality?

- A. CTI route point
- B. hunt list
- C. hunt pilot
- D. hunt group

Correct Answer: C

QUESTION 2

An administrator is configuring a SIP trunk to an ITSP. The SIP connection will traverse from a Cisco UCM to the ITSP through a Cisco Unified Border Element. The ITSP has indicated that they require an in-band method for DTMF. Which command on the outbound dial-peer to the ITSP will meet this requirement?

- A. router (config-dial-peer) dtmf-relay sip-notify
- B. router (config-dial-peer) dtmf-relay sip-kpml
- C. router (config-dial-peer) dtmf-relay h245-alphanumeric
- D. router (config-dial-peer) dtmf-relay rtp-nte

Correct Answer: D

QUESTION 3

Single Number Reach calls to a cell phone that not answered are leaving voicemails on the cell phone rather than the corporate mailbox. Which two options will resolve this issue? (Choose two.)

- A. Check the Enable Extend and Connect checkbox.
- B. Check the Enable Unified Mobility features checkbox.
- C. Decrease the T302 timer.
- D. Decrease the T301 timer.
- E. Decrease the Answer Too Late timer.



Correct Answer: BE

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200447-Single-Number-Reach-Feature-for-Cisco-Un.pdf>

QUESTION 4

An administrator is asked to configure egress call routing by applying globalization and localization on Cisco UCM. How should this be accomplished?

- A. Localize the calling and called numbers to E.164 format and globalize the called number in the gateway.
- B. Globalize the calling and called numbers to E.164 format and localize the called number in the gateway.
- C. Localize the calling and called numbers to PSTN format and globalize the calling and called numbers in the gateway.
- D. Globalize the calling and called numbers to PSTN format and localize the calling number in the gateway.

Correct Answer: B

QUESTION 5

End users at a new site report being unable to hear the remote party when calling or being called by users at headquarters. Calls to and from the PSTN work as expected. To investigate the SIP signaling to troubleshoot the problem, which field can provide a hint for troubleshooting?

- A. Contact: header of the 200 OK response
- B. Allow: header of the 200 OK response
- C. o= line of SDP content
- D. c= line of SDP content

Correct Answer: D

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