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Vendor: TIA

Exam Code: CCNT

Exam Name: Convergent Network Technologies

Version: Demo

QUESTION 1:

Telecommunications is:

- A. The use of a telephone or similar equipment for voice communication.
- B. The practice of transporting a signal, often through a switch, typically using voice communications technology.
- C. Communications at a distance.
- D. The designing of a telephone network calling area.

Answer: C

QUESTION 2:

Cellular subscribers represent:

- A. Only 5 percent of the total voice users.
- B. The largest growth in absolute numbers over the last decade.
- C. A declining segment of the telecommunications market.
- D. The most exciting area of Internet access innovation.

Answer: B

QUESTION 3:

CPE is:

- A. Owned by the ILEC.
- B. Owned by a CLEC.
- C. Owned or leased by the end user.
- D. Provided by the IXC.

Answer: C

QUESTION 4:

The public switched telephone network (PSTN) is defined by:

- A. Direct trunk access to the called party.
- B. Private leased lines.
- C. Long-distance connection.
- D. Dial-up access

Answer: D

QUESTION 5:

The point of demarcation divides:

- A. The central office from the network.
- B. Network responsibility and subscriber responsibility.
- C. Local networks and long-distance networks.
- D. IXC POP switch and CO switch.

Answer: B

QUESTION 6:

A connection between a phone and a switch is called a:

- A. T1.
- B. Trunk.
- C. Line.
- D. Wire.

Answer: C

QUESTION 7:

A trunk is:

- A. A T1.
- B. A connection between a key system and a switch.
- C. A connection between two switches.
- D. A connection between a switch and a STP.

Answer: C

QUESTION 8:

The three parts of the PSTN are switching, access, and:

- A. CPE.
- B. PBX.
- C. Trunking.
- D. Transmission.

Answer: D

QUESTION 9:

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Universal service and interconnection are goals of:

- A. IXCs.
- B. Public policy in the United States.
- C. The FCC.
- D. Congress.

Answer: B

QUESTION 10:

The MFJ:

- A. Deregulated PBXs.
- B. Deregulated premise wiring.
- C. Created the RBOCs.
- D. Created the Bell System.

Answer: C

QUESTION 11:

Commercial long distance telephony began in:

- A. 1938.
- B. 1811.
- C. 1881.
- D. 1876.

Answer: C

QUESTION 12:

The transistor, stored program control, and digital technologies enabled:

- A. The Internet.
- B. Universal service.
- C. Deregulation of telecommunications.
- D. International calling.

Answer: B

QUESTION 13:

Which of the following technologies are changing our view of telecommunications?

- A. Transistor, computers, and fiber optics
- B. Satellite and submarine technology
- C. Computers and communications
- D. Cell and PCS phones, and the Web browser

Answer: D

QUESTION 14:

A telephone is called a:

- A. Station set.
- B. Message oriented device.
- C. Key device.
- D. Simple port.

Answer: A

QUESTION 15:

An in-band signal used by station sets is:

- A. Loop start.
- B. TT, or DTMF.
- C. Rotary dial.
- D. E&M.

Answer: B

QUESTION 16:

The CO switch provides power for:

- A. Analog station sets.
- B. Digital station sets.
- C. Tie lines.
- D. Key service units.

Answer: A

QUESTION 17:

Call appearance buttons allow the management of multiple:

- A. Calls.
- B. Station sets.

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- C. Display colors.
- D. Analog modems

Answer: B

QUESTION 18:

DC signaling is used by analog sets for:

- A. In-band signaling.
- B. Supervisory signaling.
- C. Ringing.
- D. Touchtone signaling

Answer: C

QUESTION 19:

A few lines serve multiple users using a:

- A. PBX.
- B. CO switch.
- C. Multiplexer.
- D. Key system.

Answer: D

QUESTION 20:

An 8 by 4 key system would have:

- A. Eight lines.
- B. Eight trunks.
- C. Eight stations.
- D. Four stations.

Answer: C

QUESTION 21:

In a key system, direct access means:

- A. Callers can access an outside line.
- B. Callers access an outside line using "dial 9."
- C. Callers access an outside line without using an attendant.
- D. Callers access an outside by pressing a button.

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Answer: D

QUESTION 22:

The device that controls the operation of the key telephone system is called:

- A. Central control.
- B. A call processor.
- C. A key service unit.
- D. The system controller.

Answer: C

QUESTION 23:

Hold, Drop, Transfer, and _____ are the "big four" features.

- A. Split.
- B. Camp on.
- C. Announce.
- D. Conference

Answer:

QUESTION 24:

In a PBX environment, dialing 9 normally provides:

- A. Outside access.
- B. Conferencing.
- C. Tie line access.
- D. Long distance access.

Answer:

QUESTION 25:

A PBX is:

- A. A switch.
- B. A simplified line sharing device.
- C. An analog multiplexer.
- D. Owned by the telco.

Answer: A

QUESTION 26:

A PBX can provide multiple:

- A. Billing systems.
- B. Entry points.
- C. Trunk groups.
- D. Power supplies

Answer: C

QUESTION 27:

A PBX can select the most economical trunk group using:

- A. Translations.
- B. Least cost routing.
- C. Automatic selection lists.
- D. Account code routing.

Answer: B

QUESTION 28:

Tie trunks are not switched by:

- A. The telco.
- B. The PBX.
- C. The premise switch.
- D. Using LCR.

Answer: A

QUESTION 29:

Direct Inward Dialing uses:

- A. Key system lines.
- B. Loop start functionality.
- C. Digital key systems.
- D. Trunks.

Answer: D

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QUESTION 30:

An OPX is:

- A. An outside party line.
- B. A station set on a different premise than the PBX.
- C. An outside priority extension call.
- D. Onside parameter exchange.

Answer: C

QUESTION 31:

If you want to track the cost of long distance calls, the feature you use is called:

- A. SMDR
- B. CAR
- C. LLCR
- D. LCR

Answer: A

QUESTION 32:

The LEC service that provides PBX like features from the LEC switch is:

- A. Centrex.
- B. SMDR.
- C. Off-premise extensions.
- D. Off-premise switching.

Answer: A

QUESTION 33:

The three applications of Centrex are PBX replacement, full featured business line, and:

- A. Resale.
- B. Data switching.
- C. Centralized attendant switching.
- D. Trunking.

Answer: A

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QUESTION 34:

Flat rate local service is:

- A. Mileage sensitive.
- B. Timed.
- C. Fixed rate per month.
- D. Priced per zone called.

Answer: C

QUESTION 35:

A call outside of the local calling area but within the LATA is called:

- A. A dial round call.
- B. An IXC call.
- C. A local toll call.
- D. An interLATA call.

Answer: C

QUESTION 36:

Flat rate toll is:

- A. Mileage sensitive.
- B. A fixed price per month.
- C. Provided by LECs only.
- D. Charge by the minute.

Answer: D

QUESTION 37:

The number of trunk circuit cards is reduced in the PBX by using:

- A. Combined function cards.
- B. Off premise extensions.
- C. Digital station sets.
- D. Integrated T carrier trunking.

Answer: D

QUESTION 38:

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An outdial trunk is normally accessed by:

- A. The attendant.
- B. Tie lines.
- C. Dialing 9.
- D. System administrators.

Answer: C

QUESTION 39:

If a PBX has only one trunk group to the CO, it is most likely a:

- A. DID group.
- B. Outdial group.
- C. Combo group.
- D. T carrier trunk.

Answer: C

QUESTION 40:

A residence phone normally uses _____ for long distance calls.

- A. Credit cards
- B. Outdial lines
- C. Dedicated access
- D. Switched access

Answer: D

QUESTION 41:

Call waiting, three-way calling, call return, and auto recall are:

- A. Services often used with PBX outdial trunks.
- B. Digital PBX features.
- C. Not available from the LEC.
- D. Not useful on PBX trunks.

Answer: D

QUESTION 42:

Businesses with sales people using cell phones often make use of:

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- A. SMDR on cell phones.
- B. PBX tie lines.
- C. Call transfer with disconnect.
- D. Identified outward dialing.

Answer: C

QUESTION 43:

If a call first comes into the middle of a hunt group, and stops hunting at the last line in the group without hunting over all lines, _____ is used.

- A. Circular hunt
- B. Preferential hunt
- C. Sequential hunt
- D. Most idle line hunt

Answer: C

QUESTION 44:

An OPX is connected by a:

- A. Switched access arrangement.
- B. Switched service.
- C. Dedicated access arrangement.
- D. Dedicated service.

Answer: D

QUESTION 45:

FT1 provides bandwidth in:

- A. Digital switches.
- B. Internet service providers.
- C. Multiples of 1.544 Mbps.
- D. Multiples of 64 kbps.

Answer: D

QUESTION 46:

The POP is:

- A. Where the connection to the IXC is made.

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- B. Where the connection to the LEC is made.
- C. The boundary of the IXC service area.
- D. The location of the IXC switch.

Answer: A

QUESTION 47:

If an RBOC gains permission to provide long distance and enhanced services within its territory, it will become:

- A. A competitive local exchange carrier.
- B. An interexchange carrier.
- C. An integrated communications provider.
- D. An Internet service provider.

Answer: C

QUESTION 48:

A major application for ISDN PRI is for:

- A. Small key system networking.
- B. Internet service providers.
- C. Integrated communication provider lines.
- D. LAN to LAN networking.

Answer: C

QUESTION 49:

A service that interconnects PBXs without the use of dedicated trunks is called a:

- A. Centrex service.
- B. Switched service.
- C. Private network.
- D. Virtual private network.

Answer: D

QUESTION 50:

Three aspects of service common to analog and digital are switching, signaling, and:

- A. Conversion.
- B. Billing.

- C. Transmission.
- D. Multiplexing.

Answer: C

QUESTION 51:

Sound is the _____ movement of air.

- A. Electrical.
- B. Optical.
- C. Longitudinal.
- D. Mechanical.

Answer: D

QUESTION 52:

A transducer is a device that:

- A. Amplifies voice signals.
- B. Changes energy from one form to another.
- C. Converts voice from digital to analog.
- D. Converts voice from analog to digital.

Answer: B

QUESTION 53:

Hertz is a measurement of:

- A. Wavelength.
- B. Frequency.
- C. Amplitude.
- D. Bits/second.

Answer: B

QUESTION 54:

The voice band is commonly called:

- A. A 4-kilohertz band.
- B. A 32-Mbps band.
- C. 1.544 Mbps wide.
- D. 8 kilohertz wide.

Answer:

QUESTION 55:

Loss of signal strength over distance is:

- A. Distortion.
- B. Attenuation.
- C. Transfiguration.
- D. Transduction

Answer: B

QUESTION 56:

The factor in long loops that causes distortion of female voices is:

- A. Low frequencies have more attenuation than high frequencies.
- B. Attenuation is higher at high frequencies.
- C. Load coils attenuate high frequencies.
- D. Amplifiers work less efficiently at high frequencies.

Answer: B

QUESTION 57:

Load coils equalize attenuation by:

- A. Attenuating lower frequencies more than higher frequencies.
- B. Attenuating higher frequencies more lower frequencies.
- C. Attenuating both low and high frequencies.
- D. Amplifying central frequencies.

Answer: D

QUESTION 58:

Load coils on long loops are being replaced by:

- A. Digital amplifiers.
- B. Subscriber switches.
- C. Digital loop carrier.
- D. Digital channel banks.

Answer:

QUESTION 59:

A multiplexer:

- A. Switches analog signals.
- B. Replaces analog channel banks.
- C. Converts signals from digital to analog or vice versa.
- D. Combines a number of different signal sources into a single stream.

Answer: D

QUESTION 60:

The most frequently used method of analog multiplexing is called:

- A. Frequency division multiplexing.
- B. Pulse amplitude modulation.
- C. Pulse code modulation.
- D. Phase multiplexing.

Answer: A

QUESTION 61:

In order to provide amplification with lower noise and distortion:

- A. The signal is companded.
- B. The signal is split into transmit and receive paths.
- C. Load coils are eliminated from the transmission system.
- D. Full duplex copper loops are used.

Answer: B

QUESTION 62:

Four kHz slices are used in:

- A. PAM signaling.
- B. Frequency-division multiplexing.
- C. SONET/SDH systems.
- D. OC1 carrier systems.

Answer: B

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QUESTION 63:

Modulating a carrier signal with a voice signal results in a carrier signal and:

- A. A broadband signal.
- B. An over and under band signal.
- C. An upper and lower sideband.
- D. A bandpass signal.

Answer: C

QUESTION 64:

Three factors caused digital transmission systems to win out over analog systems. They are _____, distortion varying by frequency, and cost of linear integrated circuits.

- A. Cost of repeater stations
- B. Emergence of optical switching
- C. Noise
- D. Cost of load coils

Answer: C

QUESTION 65:

A _____ varies in discrete steps.

- A. Digital signal
- B. Analog carrier
- C. Voice signal
- D. Multiplexed signal

Answer: A

QUESTION 66:

A digital signal has a bandwidth expressed in _____ per second.

- A. Baud
- B. Hertz
- C. Cycles
- D. Bits

Answer: D

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QUESTION 67:

In a digital system, regenerators are placed before the signal drops below the:

- A. Analog signal level.
- B. Noise level.
- C. Noise margin.
- D. DS0 level.

Answer: C

QUESTION 68:

As long as interfering signals are kept below the noise margin, digital transmission systems are immune from:

- A. Frequency distortion.
- B. Crosstalk.
- C. Echo.
- D. Delay distortion.

Answer: B

QUESTION 69:

To convert from analog to digital and vice versa, digital transmission systems use:

- A. Multiplexers.
- B. FDM.
- C. Type A channel banks.
- D. Codecs.

Answer: D

QUESTION 70:

A codec would be found in:

- A. An A type channel bank.
- B. An analog phone.
- C. A digital phone.
- D. A SS7 signal transfer point.

Answer: C

QUESTION 71:

The most common codec uses:

- A. Adaptive pulse code modulation.
- B. Pulse code modulation.
- C. Delta modulation.
- D. Frequency modulation.

Answer: B

QUESTION 72:

The three steps in PCM are _____, quantizing, and companding.

- A. Compression
- B. Expansion
- C. Sampling
- D. Conversion

Answer: C

QUESTION 73:

Law and Mu law are:

- A. European and U.S. standards, respectively.
- B. Ways of performing the FDM function.
- C. Incompatible systems (calls cannot be made between the two).
- D. Optical carrier modulation methods.

Answer: A

QUESTION 74:

A 4 kilohertz signal must be sampled at _____ to be accurately reproduced after conversion to digital.

- A. Frequent intervals
- B. 64 kilobits/second
- C. 8 kilohertz
- D. Every 125 milliseconds

Answer: C

QUESTION 75:

Adaptive predictive coding techniques are used in:

- A. Digital switching.
- B. Modern voice codecs.
- C. Obsolete voice codecs.
- D. Optical multiplexing.

Answer: B

QUESTION 76:

Further processing of the digital signal beyond that done by PCM is needed to:

- A. Avoid transmitting redundant information.
- B. Accommodate analog and digital data.
- C. Eliminate crosstalk.
- D. Convert from 4 wire to 2 wire transmission.

Answer: A

QUESTION 77:

28 DS1s, or 672 DS0s, can be multiplexed into:

- A. One type A channel bank.
- B. An L3 carrier system.
- C. A DS1c bit stream.
- D. A DS3 bit stream.

Answer: D

QUESTION 78:

A DS1 has:

- A. A frame rate of 4,000 frames per second.
- B. 24 DS0s plus a framing bit in each frame.
- C. 30 B channels plus 1 D channel.
- D. A bit rate of 1.536 Mbps.

Answer: B

QUESTION 79:

An OC192 uses the _____ standard.

- A. IEEE 802.3.
- B. ANSI T1.402.
- C. ITU Q.931.
- D. SONET/SDH.

Answer: D

QUESTION 80:

An OC3 system has:

- A. Twice the capacity of an OC1.
- B. Three times the capacity of an OC1 system.
- C. Four times the capacity of an OC1 system.
- D. The same capacity as an OC1 system.

Answer: B

QUESTION 81:

Digital loop carriers support:

- A. Digital load coils.
- B. High-bandwidth data services.
- C. D type channel banks.
- D. Frequency-division multiplexing.

Answer: B

QUESTION 82:

There may be no IXC switches in:

- A. Large cities.
- B. Suburban areas.
- C. Rural towns.
- D. Cellular SMSAs.

Answer: C

QUESTION 83:

Dimensioning is:

- A. Developing digital switches.
- B. Designing networks for efficient equipment use.
- C. Specifying the boundaries of wire centers.
- D. Specifying outside plant design criteria.

Answer: B

QUESTION 84:

Stored program control is used in:

- A. Fiber optic transmission systems.
- B. Step by step switches.
- C. Early crossbar switches.
- D. Both digital and analog switches.

Answer: D

QUESTION 85:

A geographical area containing many CO switches is a:

- A. Wire center.
- B. Business center.
- C. Central office.
- D. LATA.

Answer: D

QUESTION 86:

Rural LATAs contain many:

- A. Physically large wire centers.
- B. IXC switches.
- C. CLEC switches.
- D. Physically compact wire centers.

Answer:

QUESTION 87:

In major metro LATAs, one or two IXCs will have _____ to all ILEC switches.

- A. Digital radio links

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- B. Direct trunks
- C. Fiber optic cable routes
- D. Indirect trunk groups

Answer:

QUESTION 88:

The CLECs reach most IXCs through the:

- A. Main CLEC POP.
- B. Nearest IXC POP.
- C. ILEC local tandem.
- D. ILEC access tandem.

Answer: D

QUESTION 89:

When dialed at the beginning of a toll call, a 1 means:

- A. Use the ILEC to complete the call.
- B. Use the CLEC to complete the call.
- C. Use dial-around to complete the call.
- D. Use the presubscribed carrier to complete the call.

Answer: D

QUESTION 90:

Overlapping area codes require:

- A. Presubscription for local toll.
- B. Common channel signaling for call completion.
- C. Ten digit dialing for local calls.
- D. Charging for all local calls.

Answer: C

QUESTION 91:

The _____ is used by both ILEC and CLEC to access to customers.

- A. Main distributing frame
- B. IXC fiber optic ring
- C. ILEC DACs

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D. ILEC add-drop multiplexers

Answer: A

QUESTION 92:

Cost tradeoffs between switching and _____ determine the size of a wire center.

- A. Fiber optic cable
- B. Digital radio
- C. Copper loop access plant
- D. Digital and analog technologies

Answer: C

QUESTION 93:

A CLEC hub will contain a switch, _____ and Internet access equipment.

- A. A main distributing frame
- B. Digital radio equipment
- C. Digital cross connect equipment
- D. Customer billing equipment

Answer: C

QUESTION 94:

Central offices become difficult to administer if they have more than about:

- A. 1,000 working lines.
- B. 10,000 working lines.
- C. 100,000 working lines.
- D. 500,000 working lines.

Answer: C

QUESTION 95:

Cellular franchise areas are allocated by:

- A. LATA.
- B. State.
- C. Town or county.
- D. Metropolitan statistical area

Answer:

QUESTION 96:

The MTSO is the Mobil Telephone:

- A. Service offer.
- B. Service office.
- C. Switching office.
- D. Standard object.

Answer:

QUESTION 97:

Internet telephony can:

- A. Reduce the cost of international calls
- B. Integrate voice and data onto a single premise infrastructure.
- C. Provide enhanced functionality.
- D. All of the above.

Answer: D

QUESTION 98:

Cable TV providers have selected _____ as the basis for rolling out telephony.

- A. Internet technology
- B. Satellite transmission
- C. Fiber to the home
- D. CSMA/CD telephony standards

Answer: A

QUESTION 99:

Internet networks must be upgraded to provide the same _____ as the PSTN today.

- A. Access capabilities
- B. Ability to dial anywhere
- C. Perceived quality of speech
- D. Billing options

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Answer: C

QUESTION 100:

A call which has reached the central office has three possible destinations: a local line, _____ or an IXC POP.

- A. A digital radio channel
- B. A local ACD system
- C. Another local switch
- D. A metropolitan area network

Answer: C

QUESTION 101:

Copper loops and _____ are used between the analog phone and the CO switch:

- A. Fiber cable
- B. Digital switch
- C. Digital loop carrier
- D. Digital loop switches

Answer: D

QUESTION 102:

Analog two-wire loops and _____ are two general types of transmission systems.

- A. Carrier systems
- B. Digital two-wire loops
- C. Analog four-wire loops
- D. Digital loop carrier

Answer: C

QUESTION 103:

How many DS1s are used to connect the DLC to the CO switch?

- A. 1
- B. 1 to 5
- C. 5 to 10
- D. None. DS3s are used

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Answer: B

QUESTION 104:

An inexpensive substitute for T carrier is:

- A. A DSL.
- B. A fiber cable.
- C. Fixed digital radio.
- D. Mobil digital radio.

Answer: A

QUESTION 105:

Relative long transmission routes between cities and towns are commonly served by T carrier, fiber optics and:

- A. Satellite systems.
- B. 2 wire analog loops.
- C. Digital radio systems.
- D. L4 carrier systems.

Answer: C

QUESTION 106:

A transmission system with only two leads, labeled tip and ring, is:

- A. A T carrier system.
- B. A DID trunk.
- C. A full duplex local loop.
- D. The connection between the DLC and the CO switch.

Answer: A

QUESTION 107:

Using modified resistance design, 26 gauge cable is used to a distance of:

- A. 1,000 feet.
- B. 15,000 feet.
- C. 50,000 feet.
- D. 5 miles.

Answer: B

QUESTION 108:

T carrier systems use _____ every 6,000 feet.

- A. Load coils
- B. Repeaters
- C. Power amplifiers
- D. Power supplies

Answer: B

QUESTION 109:

ESF is replacing D4 framing in:

- A. Digital radio.
- B. Digital switching.
- C. T carrier systems.
- D. DS3 signals.

Answer: C

QUESTION 110:

A D4 superframe is _____ long.

- A. 8 frames
- B. 12 frames
- C. 192 bits
- D. 193 bits

Answer: B

QUESTION 111:

A _____ is 24 frames long.

- A. B8ZS superframe
- B. D4 superframe
- C. ESF superframe
- D. SS7 signaling frame

Answer: C

QUESTION 112:

The facility datalink is part of the overhead of the:

- A. SS7 frame.
- B. ESF framing bits.
- C. ESF data payload.
- D. D4 framing sequence.

Answer: B

QUESTION 113:

Both add-drop multiplexers and digital cross connect systems allow access to:

- A. A carrier system's overhead bits.
- B. A bitstream inside the carrier system.
- C. Individual time slots in a digital switching system.
- D. Analog loops on the other side of a digital loop carrier system.

Answer: B

QUESTION 114:

16-level quadrature amplitude modulation has:

- A. One bit per baud.
- B. One baud per bit.
- C. Four bits per baud.
- D. 16 bits per baud.

Answer: C

QUESTION 115:

Path overhead, section overhead, and line overhead are characteristics of:

- A. SONET/SDH.
- B. DS3 systems.
- C. Satellite radio systems.
- D. Undersea fiber cable.

Answer:

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QUESTION 116:

The general category of signaling concerned with call setup and teardown is called:

- A. SS7
- B. Subscribe signaling.
- C. Loop start signaling.
- D. E&M supervision.

Answer: B

QUESTION 117:

Interswitch signaling is analogous to the network interface in:

- A. Data networks.
- B. SS7 networks.
- C. CCS signaling.
- D. In-band signaling.

Answer: A

QUESTION 118:

Using the voice band is a characteristic of:

- A. DC signaling.
- B. The ringing (alerting) signal.
- C. E&M signaling.
- D. In-band signaling.

Answer: D

QUESTION 119:

Common channel is a form of:

- A. Out-of-band signaling.
- B. In-band signaling.
- C. Analog signaling.
- D. Address signaling.

Answer: A

QUESTION 120:

Supervisory signaling indicates:

- A. The number dialed.
- B. On hook and off hook.
- C. When dialing may begin.
- D. When a distant phone is ringing.

Answer:

QUESTION 121:

Ground start signaling is used for:

- A. Address signaling.
- B. ISDN phone supervision.
- C. Basic analog phones.
- D. Most PBX trunks.

Answer: D

QUESTION 122:

Messages convey supervisory information in:

- A. Loop start phones.
- B. Digital PBXs.
- C. Trunks using SS7 for call setup.
- D. Ground start trunks.

Answer: A

QUESTION 123:

Wink start is a form of:

- A. E&M lead supervision.
- B. Start dial signal.
- C. SS7 messaging.
- D. Q.931 signal.

Answer:

QUESTION 124:

Dial tone indicates the switch is ready for:

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- A. Immediate MF outpulsing.
- B. Reception of DTMF or dial pulse address information.
- C. Beginning of billing.
- D. Auto attendant answering.

Answer: B

QUESTION 125:

A form of in-band interswitch signaling is:

- A. DTMF.
- B. TT.
- C. MF.
- D. SS7.

Answer: C

QUESTION 126:

The most common service code in use in the United States is:

- A. 411.
- B. 611.
- C. 811.
- D. 911.

Answer: D

QUESTION 127:

On loop start lines, ringing indicates:

- A. An incoming call.
- B. Charging is about to begin.
- C. DTMF signaling should be used.
- D. The modem should be disconnected.

Answer:

QUESTION 128:

A common call progress tone is:

- A. Dial tone.
- B. Power ringing.

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- C. Audible ringing.
- D. Touchtone.

Answer: C

QUESTION 129:

STPs connect to _____ over A links.

- A. The 800 database
- B. Calling name data bases
- C. Each other
- D. Switches

Answer: D

QUESTION 130:

Common channel signal packets are exchanged using:

- A. Routers.
- B. Bridges.
- C. STPs.
- D. Switching processors.

Answer: C

QUESTION 131:

The national architecture that uses SS7 to provide services such as calling name display is called the:

- A. Integrated Services Digital Network.
- B. Superior Signaling Network.
- C. Advanced Intelligent Network.
- D. National Advanced Information Infrastructure.

Answer: C

QUESTION 132:

The terminating switch sends a query to a database asking for a subscriber name using:

- A. Advanced MF signaling.
- B. ISDN Q.931 signaling.

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- C. SS7 messaging.
- D. AIN address signaling.

Answer: C

QUESTION 133:

The process of connecting one input to another for a period of time is:

- A. Switching.
- B. Transmission.
- C. Bridging.
- D. Routing.

Answer: A

QUESTION 134:

The three basic functions of switches are concentration, _____ and expansion

- A. Transmission
- B. Signaling
- C. Addressing
- D. Distribution

Answer: D

QUESTION 135:

OAM&P capabilities include translations, testing, provisioning, and one other very important function called:

- A. Switching.
- B. Billing.
- C. Conversion.
- D. Detection.

Answer: B

QUESTION 136:

Step by step switches operated on:

- A. Touchtone signals.
- B. A single digit at each switch.
- C. 110 volts AC power.

D. A millisecond switching cycle.

Answer: B

QUESTION 137:

The switches in a crossbar type switching system are at the intersection of:

- A. Vertical and horizontal bars.
- B. Streets and avenues.
- C. Vertical and horizontal transistors.
- D. Up and down magnets.

Answer: D

QUESTION 138:

Time division switching stages are a characteristic of:

- A. Analog stored program control switches.
- B. Digital stored program control switches.
- C. Signal transfer points.
- D. Crossbar switching systems.

Answer: B

QUESTION 139:

DS0s within a DS1 or higher are switched in a:

- A. Add-drop multiplexer.
- B. Space-division switch.
- C. Time-division multiplexed switch.
- D. Crossbar switch.

Answer: C

QUESTION 140:

The basic components of the time division switch are control logic, a buffer and:

- A. Crosspoint switch.
- B. Time-slot counter.
- C. Memory.
- D. Input/output.

Answer: B

QUESTION 141:

A space-division stage:

- A. Uses a crosspoint switch.
- B. Uses a buffer memory.
- C. Switches time slots within a DS1.
- D. Is not used in a digital switch.

Answer:

QUESTION 142:

A digital switch is made up of the network fabric and:

- A. Signaling processor.
- B. Signal transfer point.
- C. Multiplexer.
- D. Control.

Answer: A

QUESTION 143:

Time-division switches and _____ make up the switching fabric of a digital switch.

- A. Signaling processors
- B. Crossbar switches
- C. Control processors
- D. Space-division switches

Answer: D

QUESTION 144:

Optical switching are not currently used because:

- A. Crossbar systems are less expensive.
- B. Optical switches lack required OAM&P features.
- C. Optical switching methodologies are still experimental.
- D. Of difficulties in conversion between electrical and optical signals.

Answer: C

QUESTION 145:

Important considerations in justifying deployment of new telecommunications technology include _____, revenue enhancement, security and regulation.

- A. ITU standard migration
- B. Teleconferencing
- C. Cost reduction
- D. Internet telephony

Answer: C

QUESTION 146:

Consideration of multiple styles of people interacting via telecommunications should result in:

- A. An increase in the software content of the solution.
- B. Multiple solutions to identified needs.
- C. Discarding solutions which serve a small percentage of customers.
- D. More versatile call centers with Internet connectivity.

Answer: D

QUESTION 147:

You have business continuity as a means of improving security in the CO. What is the second concern you should address?

- A. Employee education
- B. Reporting processes
- C. Intrusion detection
- D. Hackers

Answer: C

QUESTION 148:

You have identified intrusion detection as a means of improving security. What is the second concern in regards to telephony?

- A. Identifying threats
- B. Identifying common attacks on the CO

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- C. Identifying common vulnerabilities in systems
- D. Identifying business continuity concerns

Answer: D

QUESTION 149:

What does a traffic table enable you to do?

- A. Determine the number of necessary lines.
- B. Determine the number of customers served.
- C. Determine the number of available lines.
- D. Determine the number of connections made over a period of time.

Answer: A

QUESTION 150:

Which of the following helps you determine the number of necessary lines?

- A. A line matrix
- B. Service criteria
- C. A traffic table
- D. A connectivity map

Answer: C

QUESTION 151:

Erlang B extended is used when:

- A. Blocked calls are queued.
- B. Blocked calls are denied.
- C. Blocked calls result in customer retries.
- D. Blocked calls go to a "call back later" announcement.

Answer:

QUESTION 152:

What type of signal is exchanged between computer networks?

- A. Digital
- B. Analog
- C. Network
- D. Stand-alone

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Answer: A

QUESTION 153:

What is the most common transmission type for low-speed data communications?

- A. Encoded digital
- B. Encoded analog
- C. Unencoded digital
- D. Unencoded analog

Answer: B

QUESTION 154:

What kind of equipment are modems and CSU/DSUs?

- A. Hosts
- B. Terminals
- C. Data terminal equipment (DTE)
- D. Data communications equipment (DCE)

Answer: D

QUESTION 155:

As an analog wavelength gets longer, the signal's Hertz will:

- A. Become higher.
- B. Become lower.
- C. Stay the same while the bandwidth becomes higher.
- D. Stay the same while the bandwidth becomes lower.

Answer: A

QUESTION 156:

A digital signal's "bit interval" refers to the:

- A. Amount of time between bits.
- B. Amount of time to transmit a bit.
- C. Number of bits required to form a byte.
- D. Number of bits required to accomplish one cycle.

Answer: A

QUESTION 157:

Which of the following describes an advantage of digital transmission over analog transmission?

- A. The digital conductor is immune to noise.
- B. The signal is easier to check for errors.
- C. The component is better shielded from noise.
- D. Digital repeaters can easily filter random fluctuations.

Answer:

QUESTION 158:

How do engineers measure the level of digital data signal quality?

- A. Throughput
- B. Bit error rate
- C. Clock speed
- D. Signal-to-noise ratio

Answer: B

QUESTION 159:

Until 1996, how were most interLATA calls carried?

- A. By the LEC
- B. By the IXC
- C. From the LEC-to-IXC POP to the receiving LEC
- D. From the IXC-to-LEC POP to the receiving IXC

Answer: A

QUESTION 160:

A half-duplex circuit is:

- A. A half-speed channel.
- B. A unidirectional channel.
- C. An unswitched connection.
- D. A point-to-point connection.

Answer: B

QUESTION 161:

Which of the following is protocol-independent, reduces overhead by minimizing error checking, and can transport user information at speeds up to 1.544 Mbps?

- A. Frame relay
- B. ATM
- C. SMDS
- D. Fractional T1

Answer: A

QUESTION 162:

What is the primary function of a DTE terminal?

- A. Storing information
- B. Interfacing to a host computer
- C. Transmitting application software
- D. Implementing application software

Answer: A

QUESTION 163:

How does a host computer manage communication with terminals?

- A. Through its serial port
- B. Through its COM port
- C. Through the front-end processor (FEP)
- D. Through the data communications equipment (DCE)

Answer:

QUESTION 164:

What type of device is a computer monitor?

- A. Input device
- B. Output device
- C. Dumb terminal
- D. Smart terminal

Answer: B

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QUESTION 165:

What distinguishes a "smart" terminal from a "dumb" terminal?

- A. The smart terminal does not need a host.
- B. Dumb terminals cannot display information.
- C. A user can enter data directly into a smart terminal.
- D. Some terminal management takes place locally rather than at the host.

Answer: D

QUESTION 166:

Because dumb terminals commonly communicate using a certain set of characters, they are often identified as:

- A. ASCII terminals.
- B. Async terminals.
- C. Bisync terminals.
- D. BAUDOT terminals.

Answer: B

QUESTION 167:

How does a personal computer function in a distributed processing network?

- A. It eliminates the need for communication with a remote host computer.
- B. It acts like a dumb terminal with the application running on the host computer.
- C. It performs some of the functions traditionally associated with the mainframe host.
- D. It uses more of the host computer's processing software than when running terminal emulation software.

Answer: C

QUESTION 168:

A distributed processing network is a network:

- A. That covers a broad geographical area.
- B. That is designed for product distribution.
- C. In which information is processed at the host only.
- D. In which information is processed at the host and at the desktop.

Answer: D

QUESTION 169:

The processing power of a terminal-to-host network is:

- A. At the host computer only.
- B. Spread among all network nodes.
- C. Concentrated in the terminal computers.
- D. Shared between the host and the terminal computers.

Answer: A

QUESTION 170:

A network architecture describes how components are connected and how:

- A. They communicate.
- B. Fast data will travel.
- C. The network will be used.
- D. Much data the network will handle.

Answer: A

QUESTION 171:

You are a customer of a company that allows you access to its database for a monthly fee. This arrangement is an example of a:

- A. VAN.
- B. WAN.
- C. SNA.
- D. Single LAN.

Answer: A

QUESTION 172:

A commonly used interface protocol for linking LANs is:

- A. SNA.
- B. VAN.
- C. TCP/IP.
- D. CSU/DSU.

Answer: C

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QUESTION 173:

Within an SNA network, what device manages the flow of information to and from the terminal devices?

- A. Bridge
- B. Host computer
- C. Cluster controller
- D. Communications processor

Answer: C

QUESTION 174:

Which of the following terms is used to define any device attached to an SNA network?

- A. LUs
- B. NAU
- C. SDLC
- D. SSCP

Answer: B

QUESTION 175:

A front-end processor in an SNA network is what type of NAU?

- A. PU
- B. LU
- C. SSCP
- D. SDLC

Answer: A

QUESTION 176:

In an SNA network, what type of NAU is represented by the hardware and software of a network cluster controller?

- A. LU
- B. PU
- C. SSDC
- D. SDLC

Answer: B

QUESTION 177:

An internetwork consists of three layers: subnetworks, network/management domains, and:

- A. LANs.
- B. Protocol stack.
- C. Subnetwork domains.
- D. Linked network/management domains.

Answer: D

QUESTION 178:

What is the function of the TCP/IP Internet layer?

- A. Talking to the operating system running the application software
- B. Managing the connection between local and remote host computers
- C. Managing the connection between network routers
- D. Turning the logical bits of the message into signals sent over the physical medium

Answer: C

QUESTION 179:

As a mail message travels from your computer to another computer on the network, what TCP/IP layer handles the communications?

- A. Application
- B. Transport
- C. Link
- D. Internet

Answer: A

QUESTION 180:

What are the three addresses used by TCP/IP to accurately deliver messages from one network node to another?

- A. IP, LAN, and port
- B. IP, MAC layer, and port
- C. MAC layer, port, and LAN
- D. MAC layer, home domain, and IP

Answer: B

QUESTION 181:

An IP address is made up of:

- A. The host, domain name, and port number.
- B. The host, domain name, and domain type.
- C. The domain name, subnetwork, and host.
- D. The domain type, subnetwork, and port number.

Answer: C

QUESTION 182:

SNMP is a program that:

- A. Allows a computer to emulate a dumb terminal attached to a remote host.
- B. Provides the ability to exchange files between remote computers.
- C. Monitors networks for activity and trouble.
- D. Defines the exchange of text and graphical information over the network.

Answer: C

QUESTION 183:

SMTP is a protocol that:

- A. Defines the exchange of text and graphical information over a network.
- B. Manages the distribution of e-mail over networks that use TCP/IP.
- C. Monitors networks for activity and trouble.
- D. Exchanges files over the World Wide Web.

Answer: B

QUESTION 184:

What is the correct definition of a transmission protocol?

- A. Hardware settings that control the devices that define a communication standard
- B. Rules that define the internal architecture of devices such as modems and CSU/DSUs
- C. Software settings that control hardware devices during data transmission
- D. Rules that define a specified communication function

Answer: C

QUESTION 185:

The encapsulation process begins with what layer in the transmitting protocol stack?

- A. The bottom layer
- B. The middle layer
- C. The largest layer
- D. The top layer

Answer: D

QUESTION 186:

Which of the following are examples of frameworks for designing communications protocols?

- A. OSI and DOS
- B. DOS and TCP/IP
- C. TCP/IP and Windows
- D. OSI and TCP/IP

Answer: D

QUESTION 187:

The OSI model is an example of a seven-layer framework. What does each layer specify?

- A. A protocol standard
- B. A specific proprietary protocol
- C. A data link format
- D. The manufacturer's protocol

Answer: A

QUESTION 188:

Which of the following describes DCE?

- A. Equipment that is at the beginning or end point of data communications
- B. Software that moves data from the beginning point onto the network
- C. Equipment that moves information onto and off the network
- D. Software that is at the beginning or end point of data communications

Answer: C

QUESTION 189:

Which of the following includes only DCE?

- A. Computer terminals and mainframes
- B. Computer terminals and modems
- C. Mainframes and modems
- D. Modems and CSUs/DSUs

Answer: D

QUESTION 190:

What term describes the physical connection between the DTE and the DCE?

- A. Channel
- B. Voltage channel
- C. Interface
- D. Processing node

Answer: C

QUESTION 191:

Communication over a telecommunications circuit is defined as:

- A. DTE-to-DCE communication.
- B. DCE-to-DCE communication.
- C. DCE-to-PBX transmission.
- D. PBX-to-PBX transmission.

Answer: A

QUESTION 192:

What do asynchronous modems use to coordinate transmission?

- A. Bytes
- B. Start and stop bits
- C. Octets
- D. Transmit and terminate bits

Answer: B

QUESTION 193:

During synchronous transmission, what is used to coordinate transmission?

- A. Start and stop bits
- B. Transmit and terminate bits
- C. Overhead
- D. Clocks

Answer: D

QUESTION 194:

What type of transmission mode uses two channels to provide simultaneous transmission and reception?

- A. Half-duplex
- B. Bi-duplex
- C. Full-duplex
- D. Duplex

Answer: C

QUESTION 195:

XMODEM is an example of a protocol using what type of error checking?

- A. CRC
- B. Parity
- C. Checksum
- D. Cyclic redundancy

Answer: C

QUESTION 196:

Transmission speeds are most often expressed in what unit of measure?

- A. Bytes
- B. Baud
- C. Bits per second (bps)
- D. Bands

Answer: C

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QUESTION 197:

Standards developed by the IEEE under the 802.X heading relate to:

- A. Modems.
- B. PSTN servers.
- C. LANs.
- D. Data terminal equipment.

Answer: C

QUESTION 198:

Packet-switched networks and circuit-switched networks may share the same:

- A. Physical path.
- B. Physical media.
- C. Packets.
- D. PAD.

Answer: A

QUESTION 199:

The X.25 protocol applies the concepts of the:

- A. Bottom three layers of the TCP/IP framework.
- B. Interface between the DTE and DCE at the interface to a packet-switching network.
- C. Interface between a telephone and a packet-switched terminal to the central office.
- D. Software application standards and protocols for packet-switched networks.

Answer: B

QUESTION 200:

Which of the following are examples of optical transmission devices that use SONET?

- A. Repeaters and add/drop multiplexers
- B. Condensers and CSUs/DSUs
- C. CSUs/DSUs and digitizers
- D. Virtual tributaries and condensers

Answer: A

QUESTION 201:

Within a data communications system, what component converts the information between the DTE and the transmission channel?

- A. DCE
- B. DTE interface
- C. DCE interface
- D. Transmission channel

Answer: A

QUESTION 202:

Within a data communications network, modems are classified as what type of device?

- A. DTE
- B. Analog
- C. Digital
- D. Transmission channel

Answer: B

QUESTION 203:

On the receiving side of a data communications system, what is the purpose of a modem?

- A. To convert digital data to analog signals
- B. To convert the analog signal to recover the digital data
- C. To modulate the signals to eliminate data loss
- D. To amplify the signals to ensure accurate reception of data

Answer: B

QUESTION 204:

Your LAN contains modems from different manufacturers, yet they all adhere to the same standard. This is an example of:

- A. Equalization.
- B. Compatibility.
- C. Modem protocols.
- D. Configuration management.

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Answer: B

QUESTION 205:

What is modulation?

- A. A process used by modems to move information through the transmission channel
- B. A process used by routers to send information to the correct location
- C. A process used by bridges to filter packets according to their destinations
- D. A process used by modems to convert signals from one format to another

Answer: A

QUESTION 206:

An analog signal's phase measures:

- A. The number of volts from one peak to another.
- B. The time required for the wave to go from peak to peak.
- C. The relative difference between the peak of a signal wave and the peak of a reference wave.
- D. The time required for the wave to move along the channel.

Answer: C

QUESTION 207:

A transmitting modem sends a carrier signal to a receiving modem. The purpose of the carrier signal is to:

- A. Carry the transmission over the network.
- B. Establish the bps rate for the transmission.
- C. Carry information about the packets to the receiving modem.
- D. Alter the frequency, amplitude, and/or phase of the transmitted signals.

Answer: A

QUESTION 208:

You are sending data over the network and your modem has a maximum speed of 300 bps. What modulation technique is most likely being used?

- A. FSK
- B. KHZ
- C. QAM

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D. DPSK

Answer: A

QUESTION 209:

Your modem uses the ITU V.32 modem protocol. This modem modulates the signal by using 1 of 16 different combinations of phase and amplitude. What modulation scheme is being used?

- A. FSK
- B. QAM
- C. KBPS
- D. DPSK

Answer: B

QUESTION 210:

In a digital data communication network, the CSU/DSU receives the signal from the DTE and converts it into what type of signal format?

- A. FSK
- B. QAM
- C. Line code
- D. Equalized

Answer: C

QUESTION 211:

What type of line coding is used by most digital communications systems?

- A. FSK
- B. QAM
- C. Bipolar
- D. Unipolar

Answer: C

QUESTION 212:

To maintain synchronization between a sender and a receiver, digital data transmission relies on:

- A. Specialized clocks on the receiving end.

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- B. Continuous voltage within the bit stream.
- C. A completely digital transmission channel.
- D. Frequent changes of voltage within the bit stream.

Answer: D

QUESTION 213:

A multiplexer is considered what type of communications equipment?

- A. DTE
- B. DCE
- C. CSU/DSU
- D. DTE interface

Answer: A

QUESTION 214:

A data transmission is using a multiplexer. The multiplexer assigns each channel to one or more time slots based on the channel's requirements. What multiplexing method is being used?

- A. Statistical
- B. Manchester
- C. Time-division
- D. Frequency-division

Answer: C

QUESTION 215:

In a call center, what is calling number ID (CLID) used for?

- A. To identify the called party
- B. To control the application software
- C. To identify the calling party
- D. To automatically bill the caller

Answer: C

QUESTION 216:

What does CTI involve?

- A. Connecting a single workstation or a LAN server to a telephone switch so that the

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computer can manage voice calls.

B. Connecting telephones to computers in order to transfer data.

C. Integrating computers, modems, and fax equipment on the same telephone line.

D. Integrating telephone switching to accommodate data and voice on the same lines.

Answer: A

QUESTION 217:

Which of the following statements most accurately describes predictive dialing?

A. This system is programmed to dial numbers and connect the called party to a telephone services representative.

B. This system answers a company's telephones.

C. This system translates spoken language into data for entry in computer databases and other applications.

D. This system manages incoming telephone calls to route them to the appropriate service representative.

Answer:

QUESTION 218:

Which CTI component answers a company's telephones, prompts the caller to enter an extension, and rings that extension?

A. ACD

B. Auto-attendant

C. Interactive voice

D. Voice mail

Answer:

QUESTION 219:

What does a predictive dialer do?

A. Places outgoing calls automatically using numbers extracted from a database

B. Predicts who is going to call next

C. Spreads the incoming calls evenly among the agents

D. None of the above

Answer: A

QUESTION 220:

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Which of the following applications is enabled by simultaneous voice-data?

- A. Fax-on-demand
- B. Videoconferencing
- C. Database look-up
- D. Text-to-speech

Answer: B

QUESTION 221:

What does IVR stand for?

- A. Independent variable recognition
- B. Individual voice response
- C. Integrated voice recognition
- D. Interactive voice response

Answer: D

QUESTION 222:

Which of the following is NOT an application of computer-telephone integration?

- A. Interactive voice over data
- B. Simultaneous voice-data
- C. Fax systems
- D. Videoconferencing

Answer: A

QUESTION 223:

What is the simplest form of computer-telephone integration?

- A. Auto-attendant
- B. Predictive dialing
- C. Voice recognition
- D. Videoconferencing

Answer: A

QUESTION 224:

Which common CTI capability allows a call center to identify incoming calls?

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- A. Telephony application programming interface (TAPI)
- B. Fax-on-demand (FOD)
- C. Electronic data interchange (EDI)
- D. Automatic number identification (ANI)

Answer: D

QUESTION 225:

What type of system stores voice files, plays them back, and distributes them to the various system users?

- A. Voice mail
- B. Audiotex
- C. Fax-on-demand
- D. Voice recognition system

Answer:

QUESTION 226:

Which of the following steps in application-based routing is out of sequence?

- A. STEP 1: A call comes into a call center carrying either ANI (automatic number identification) or calling line ID (CLID).
- B. STEP 2: The switch reads the calling number.
- C. STEP 3: The computer sends the switch instructions on what to do with the call.
- D. STEP 4: The computer does a database lookup.

Answer:

QUESTION 227:

How does a predictive dialer function?

- A. It dials numbers randomly and repetitively, so it keeps dialing until a particular line is available.
- B. It dials numbers randomly.
- C. Makes outgoing telephone calls based on information accessed from a database.
- D. It is a good application for a catalog company that answers hundreds of calls an hour.

Answer:

QUESTION 228:

Computer-telephone integration turns telephones into:

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- A. Sophisticated communications monitors.
- B. Complex computer terminals.
- C. Simple access devices.
- D. Virtual "terminals" that callers use to send and receive information and instructions.

Answer:

QUESTION 229:

Which CTI application can give callers specific information based on the unique information the callers enter?

- A. IVR
- B. Audiotex
- C. ISDN
- D. Fax server

Answer: B

QUESTION 230:

Which system broadcasts short pieces of information based on digits the caller enters via a telephone touch pad?

- A. Auto-attendant
- B. Voice mail
- C. Interactive voice response
- D. Audiotex

Answer:

QUESTION 231:

A bank wants its customers to be able to access their accounts to find out their checking balance. Which interactive voice processing application would work best?

- A. Auto-attendant
- B. Voice mail
- C. Audiotex
- D. Interactive voice response

Answer:

QUESTION 232:

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What is the ultimate goal of CTI?

- A. More efficient call handling
- B. More efficient computer utilization
- C. Less expensive telecommunications
- D. Connectivity

Answer: A

QUESTION 233:

A sales executive needs to broadcast messages to sales staff. Which interactive voice processing application is ideal in this situation?

- A. Auto-attendant
- B. Voice mail
- C. Audiotex
- D. Interactive voice response

Answer:

QUESTION 234:

What is the fundamental difference between Audiotex and IVR?

- A. Audiotex is more sophisticated than IVR.
- B. Audiotex gives callers specific information based on a unique input.
- C. IVR responds to callers by giving specific information based on a unique input.
- D. None of the above.

Answer:

QUESTION 235:

With regard to CTI applications, what does SVD stand for?

- A. Serial voice delivery
- B. Simultaneous voice-data
- C. Simulated voice delivery
- D. Speech voice delivery

Answer: B

QUESTION 236:

Call centers:

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- A. Handle incoming calls only.
- B. Handle outbound calls only.
- C. Now include help desks and service lines.
- D. Replace live agents.

Answer: C

QUESTION 237:

Software that translates the spoken word in a text-to-speech application is called:

- A. Application program interface.
- B. Text processor.
- C. Text normalizer.
- D. Speech translator.

Answer:

QUESTION 238:

Which of the following is NOT a benefit of CTI applications?

- A. More efficient call handling
- B. Unified messaging
- C. Flexibility
- D. Reduced development costs

Answer:

QUESTION 239:

What is a benefit of a centralized unattended faxing system?

- A. High-volume broadcast faxing
- B. Batch faxing during off-peak hours
- C. Integration into database management systems
- D. All of the above

Answer:

QUESTION 240:

Which of the following prompts the caller to respond to questions (either by touchtone dialing or by speaking) and provides unique information based on the responses?

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- A. ACD
- B. IVR
- C. SVD
- D. ANI

Answer: B

QUESTION 241:

A catalog company has a CTI system that recognizes voice input from customers. What is this system an example of?

- A. Both voice and speech recognition
- B. Simultaneous voice-data
- C. Voice recognition
- D. Speech recognition

Answer:

QUESTION 242:

A help desk wants an application to accept a call, send the call to a recording or a voice response unit, and connect the call to the first available technician. What is this application known as?

- A. ACD
- B. IVD
- C. EDI
- D. DTMF

Answer:

QUESTION 243:

The acronym SVD stands for:

- A. Simultaneous voice-data
- B. Standard voice-data
- C. Simultaneous video-data
- D. Standard video display

Answer: A

QUESTION 244:

CCNT

Which CTI application automates outbound calls?

- A. Predictive dialing
- B. Audiotex
- C. Automated attendant
- D. Automatic number identification

Answer: A

QUESTION 245:

Distance learning technology is now being considered by organizations of all sizes because of the wider availability of high-speed phone lines such as _____ and _____.

- A. ISDN, DSL
- B. ISDN, ATM
- C. ATM, DSL
- D. Frame relay, ATM

Answer:

QUESTION 246:

What is a factor influencing the growth of videoconferencing as a communications medium?

- A. Improved compression technology and reduced cost through VLSI chip technology
- B. Higher-cost switched digital networks
- C. Lack of standards
- D. Increase travel budgets

Answer: A

QUESTION 247:

Why are store-and-forward fax systems an attractive solution for companies wanting to manage high-volume fax activity?

- A. Provide low-volume broadcasting
- B. Performs batch faxing during off-peak hours
- C. Cannot integrate into database management systems
- D. Not a centralized system

Answer:

QUESTION 248:

Fax servers reside:

- A. In the wide area network.
- B. Only as part of mainframe computers.
- C. As stand-alone units.
- D. In the local area network.

Answer:

QUESTION 249:

Mini/mainframe fax servers can provide a component for large applications such as accounting or purchase order systems that is similar to:

- A. Text normalizer functions.
- B. Integrated Services Digital Network.
- C. Electronic Data Interchange (EDI).
- D. Client/server.

Answer:

QUESTION 250:

What does fax-on-demand allow a caller to do?

- A. Download the product data specification sheets
- B. Request a fax of a specific document
- C. Send faxes to the company
- D. Connect with the fax server

Answer:

QUESTION 251:

Which CTI architecture would be best for a catalog order department?

- A. Client/server
- B. Desktop
- C. Host-based
- D. PBX -Not a CTI architecture

Answer:

QUESTION 252:

Which CTI architecture would use a LAN?

- A. Client/server
- B. Desktop
- C. Host-based
- D. PBX

Answer: A

QUESTION 253:

Which CTI architecture splits the voice processing and database access among multiple processors?

- A. Client/server
- B. Desktop
- C. Host-based
- D. PBX

Answer:

QUESTION 254:

Minicomputers or mainframes in a host-based system tie groups of telephone equipment to:

- A. Personal computers.
- B. A local area network.
- C. A PBX.
- D. The central office.

Answer: C

QUESTION 255:

What does "open" architecture allow CTI designers to do?

- A. Create the entire system using in-house proprietary designs
- B. Choose from off-the-shelf products
- C. Create their own standards for buses
- D. Integrate voice and data transmission on the same T1/E1 line

Answer:

QUESTION 256:

Which architecture would allow one department to have calling line ID while another department has fax-on-demand?

- A. Client/server
- B. Desktop
- C. Host-based
- D. TAP

Answer:

QUESTION 257:

If a certain PBX does not support the trunk necessary for calling line ID, what should the configuration be?

- A. CTI computer placed in front of the PBX
- B. CTI computer first, then EDI, then the PBX
- C. PBX first, then the PEB, then the CTI computer
- D. CTI computer placed behind the PBX

Answer:

QUESTION 258:

Installing a voice board inside a personal computer and connecting the PC to your telephone system is called:

- A. Client/server computer-telephone integration.
- B. Desktop computer-telephone integration.
- C. Host-based computer-telephone integration.
- D. This technology is currently not available.

Answer:

QUESTION 259:

Which of the following is the most accurate statement about comparing key telephone systems and PBX systems?

- A. A company purchases either a PBX or a key telephone system.
- B. Most key telephone systems today incorporate many functions of PBX, so the distinction between the two is blurred.
- C. PBX systems will eventually disappear because key telephone systems are more efficient and cost-effective.

CCNT

D. PBX systems cannot accommodate certain CTI functions.

Answer:

QUESTION 260:

What is the 2-wire analog connection between residential telephones and the telephone company's nearest exchange called?

- A. Local loop
- B. ISDN service
- C. T1 line
- D. CO switch

Answer:

QUESTION 261:

What does a voice bus do?

- A. It translates audio (which is digital) into analog signals.
- B. It carries audio and signaling information between different voice processing components.
- C. It integrates voice signals with data signals.
- D. It allows any PC to recognize voice.

Answer:

QUESTION 262:

What is the most common configuration of a PBX in CTI architecture?

- A. CTI computer placed in front of the PBX
- B. CTI computer first, then EDI, then the PBX
- C. PBX first, then the PEB, then the CTI computer
- D. CTI computer placed behind the PBX

Answer:

QUESTION 263:

The signal processing board is also called a:

- A. Data processing board.
- B. Voice board.
- C. Signal bus connection.

D. PBX-key systems integrator.

Answer:

QUESTION 264:

Which operating system has the smallest memory requirement?

- A. MVS
- B. OS/2
- C. UNIX
- D. MS-DOS

Answer: D

QUESTION 265:

Which of the following statements about key telephone systems is true?

- A. With a key telephone system, you must dial 9 to get an outside line.
- B. Key telephone systems usually have the same functions as PBXs.
- C. Key telephone systems do not have intercoms.
- D. DID lines are not available with a key telephone system.

Answer:

QUESTION 266:

A(n) _____ can take the place of a switchboard operator.

- A. Auto-attendant
- B. Predictive dialer
- C. Attendant console
- D. PBX

Answer:

QUESTION 267:

Which of the following statements is the most accurate definition of "computer data bus connection"?

- A. The electronic design that determines how digital data is moved about within the computer
- B. The electronic design that connects host-based systems to PBXs
- C.

CCNT

The electronic design that allows desktop CTI systems to connect to host-based systems
D. The electronic design that allows any telephone application to connect to any computer application

Answer:

QUESTION 268:

Where is the PBX most commonly placed with relation to the CTI computer?

- A. In front of the CTI computer.
- B. Behind the CTI computer.
- C. The CTI computer and PBX are not connected.
- D. It does not matter.

Answer: A

QUESTION 269:

Which application programming interface was once referred to as "Windows telephony"?

- A. TSAPI
- B. WOSA
- C. SPI
- D. TAPI

Answer: D

QUESTION 270:

A CTI configuration that is "in front of a PBX" is used to:

- A. Take advantage of the speed of the CTI computer.
- B. Take advantage of a trunk type that is not supported by the PBX.
- C. Take advantage of the PBX's communications software.
- D. Take advantage of PBX calling capabilities.

Answer:

QUESTION 271:

Which of the following are voice bus options?

- A. ISDN, T1/E1, MVIP
- B. PEB, DTMF, ISDN

CCNT

- C. PEB, MVIP, SCbus
- D. SC, PEB, DID

Answer:

QUESTION 272:

Signal processing boards usually support hang-up detection, sending flash-hooks, and dialing digits. Which function do these represent?

- A. Telephony
- B. Voice processing
- C. Voice-data integration
- D. Digital signaling

Answer:

QUESTION 273:

Which component allows audio and signaling information to be passed between different voice processing components?

- A. Voice bus
- B. Computer data bus
- C. Signal processing board
- D. Telephone line

Answer:

QUESTION 274:

Which of the following is a method used by a desktop computer data bus to interface with the telephone network?

- A. Connect to an ISA bus
- B. Connect to an EISA bus
- C. Connect to a modem
- D. Connect to an RJ11 jack

Answer: C

QUESTION 275:

Which of the following is a standard set of software interrupts, calls, and data formats that application programs use to initiate contact with telephone equipment?

CCNT

- A. Operating system
- B. Communications protocol
- C. API
- D. Application generator

Answer:

QUESTION 276:

What does the term "hybrid" mean with relation to computer-telephone integration hardware components?

- A. A key system that is configured like a PBX
- B. A PBX that is configured like a key system
- C. A call center that deals with both voice and speech recognition
- D. A signal processing board that also functions as a data processing board

Answer:

QUESTION 277:

Software that addresses an application program to request and carry out lower-level services is known as an:

- A. SVD.
- B. MVIP.
- C. API.
- D. IVR.

Answer:

QUESTION 278:

What are MVIP and SCSA?

- A. New and promising programming interfaces
- B. The most prominent CTI bus standards today
- C. Nearly obsolete host-based systems
- D. Signaling processing boards

Answer:

QUESTION 279:

The API developed by Microsoft and Intel is:

CCNT

- A. TSAPI.
- B. TAPI.
- C. FastCall.
- D. CallPath.

Answer:

QUESTION 280:

How do client/server systems differ from desktop CTI systems?

- A. Desktop CTI systems cannot connect to as many telephone applications as can client/servers systems.
- B. Desktop CTI systems can deliver only basic telephony, while client/servers systems can deliver extended telephony.
- C. Desktop CTI systems require a board in every PC, but client/servers systems require only one signal processing board.
- D. Desktop CTI systems cannot connect to ISDN service, but client/servers systems can.

Answer:

QUESTION 281:

What is an unPBX?

- A. A server on a LAN, dedicated to communications
- B. A server on a WAN, dedicated to communications
- C. A server on a LAN, dedicated to file sharing
- D. A server on a WAN, dedicated to file sharing

Answer:

QUESTION 282:

Why are CTI industry software standards important to promoting the success of CTI?

- A. So different manufacturers equipment can work together.
- B. So CTI software can run on many different hardware platforms.
- C. Hardware standards are not important.
- D. Software standards are not important.

Answer:

QUESTION 283:

What is an unPBX?

- A. A server on a LAN, dedicated to communications
- B. A server on a WAN, dedicated to communications
- C. A server on a LAN, dedicated to file sharing
- D. A server on a WAN, dedicated to file sharing

Answer: A

QUESTION 284:

Why does an unPBX play an important role in CTI?

- A. Offer less options to match communications networks to an organization's detailed requirements.
- B. They provide the same call management features as a traditional PBX at a comparable cost of ownership.
- C. Increase the number and type of servers an organization must support.
- D. They provide the same network management features as a traditional PBX at a comparable cost of ownership.

Answer:

QUESTION 285:

Signal processing boards now allow computers to handle the same functions as:

- A. Traditional business telephone systems.
- B. Traditional central office telephone systems.
- C. Computer-telephone integration data systems.
- D. Computer-telephone integration voice systems.

Answer:

QUESTION 286:

What is the correct communication path for a true client/server outgoing call scenario?

- A. The client talks to the server, the server talks to the PBX
- B. The client talks to the PBX, the PBX talks to the server
- C. The client talks to the server
- D. Analog telephone talks to the client, the client talks to the server

Answer: A

CCNT

QUESTION 287:

TAPI was developed as an interface to the Windows Telephony Services defined under: _____

- A. JTAPI.
- B. WOSA.
- C. TAPI.
- D. TSAPI.

Answer: B

QUESTION 288:

Business telephones attached to PBXs use _____ signals to transfer information.

- A. Digital
- B. Virtual
- C. Analog
- D. Digital or analog

Answer:

QUESTION 289:

Computer-telephone integration systems could incorporate the use of:

- A. The telephone network, key telephone systems or PBX systems, computer networks, signal processing boards.
- B. The telephone network, key telephone systems or PBX systems, computer networks, sound boards.
- C. The telephone network, central office switching systems, computer networks, signal processing boards.
- D. The public data network, key telephone systems or PBX systems, computer networks, signal processing boards.

Answer:

QUESTION 290:

Which is designed for use in a range of domains from first party call control in a consumer device to third party call control in large distributed call centers?

- A. JTAPI
- B. WOSA
- C. TAPI

CCNT

D. TSAPI

Answer:

QUESTION 291:

Which is the application programming interface intended for PBX systems running with a Novell LAN on a client/server network?

- A. JTAPI
- B. WOSA
- C. TAPI
- D. TSAPI

Answer:

QUESTION 292:

The two most prominent bus protocols and architectures today are _____ and _____.

- A. PCI, ISA
- B. MVIP, SCSSA
- C. MVIP, PCI
- D. SCSSA, ISA

Answer: B

QUESTION 293:

Which CTI application will enable students to register for classes over the telephone?

- A. Interactive voice response
- B. Text-to-speech
- C. Voice mail
- D. SVD

Answer:

QUESTION 294:

A software that allows individual employees to use their PC to place and receive calls is:

- A. Automated attendant with menu.

CCNT

- B. Personal call manager.
- C. Voice mail.
- D. SVD.

Answer: B

QUESTION 295:

Which CTI application would most likely be used by a securities sales office that receives a call from one of its customers?

- A. Predictive dialer
- B. Text-to-speech
- C. Voice mail
- D. Database lookup

Answer:

QUESTION 296:

Car owners call their service department to check whether their cars are ready to be picked up. Which CTI application is used?

- A. Database lookup
- B. Text-to-speech
- C. Voice mail
- D. SVD

Answer:

QUESTION 297:

An HMO allows patients to call in to renew existing prescriptions. Which CTI application would most likely be used for this application?

- A. Automated attendant
- B. Voice mail
- C. Fax-on-demand
- D. Text-to-speech board

Answer: C

QUESTION 298:

A benefits administration department wants a system that enables employees to dial a number and receive detailed recorded messages about the various company

CCNT

benefits available to them. What kind of system is this?

- A. Voice mail
- B. Interactive voice response
- C. Automated attendant
- D. ACD

Answer:

QUESTION 299:

A call center wants to be able to transfer both a voice call and related customer information to a colleague. Which CTI application would most likely be used for this situation?

- A. Automated attendant
- B. Text-to-speech
- C. Voice mail
- D. SVD

Answer: D

QUESTION 300:

Employees call their benefits department to request information about their benefits. Which CTI application is used?

- A. Automated attendant
- B. Database lookup
- C. Voice mail
- D. SVD

Answer:

QUESTION 301:

What kind of system handles incoming calls by recognizing the caller, uses a program that decides who should answer the call, and plays a recorded greeting in case the caller has to wait?

- A. Voice mail
- B. ACD
- C. Automated attendant
- D. Interactive voice response

Answer:

QUESTION 302:

A tele-sales organization has purchased a database of names and telephone numbers of people who would probably be interested in buying its product. What kind of system would enable the organization to automate its outbound calling?

- A. Automated attendant
- B. Interactive voice response
- C. Predictive dialer
- D. ACD

Answer:

QUESTION 303:

Which CTI application enables a system to read electronic mail aloud?

- A. Automated attendant
- B. Text-to-speech
- C. Voice mail
- D. IVR

Answer:

QUESTION 304:

Which CTI application allows a doctor's office to answer telephones after hours?

- A. SVD
- B. Auto-attendant
- C. Predictive dialing
- D. Database lookup

Answer: B

QUESTION 305:

How does ANI available from a long distance company differ from calling line ID available from a local telephone company?

- A. ANI from a long distance company comes between the first and second ring.
- B. Calling line ID from the local telephone company comes before the first ring.
- C. Calling line ID from the local telephone company comes between the first and second ring.
- D. They work identically.

CCNT

Answer:

QUESTION 306:

Which CTI application would enable a movie theater to allow patrons to call in, request tickets for a particular show, and charge those tickets to a major credit card?

- A. Fax server
- B. IVR
- C. Voice mail
- D. Videoconferencing

Answer: B

QUESTION 307:

Which CTI application would be the most likely application for call centers with large amounts of outgoing calls?

- A. Auto attendant
- B. Predictive dialing
- C. Text-to-speech
- D. Voice mail

Answer: B

QUESTION 308:

Which of the following CTI applications is enabled by text-to-speech applications?

- A. Videoconferencing
- B. Fax server
- C. Fax-on-demand
- D. Unified messaging

Answer:

QUESTION 309:

The Internal Revenue Service allows consumers to make payments by telephone for any federal tax. Which CTI application is being used?

- A. Fax server
- B. Voice mail

CCNT

- C. SVD
- D. IVR

Answer:

QUESTION 310:

A college uses CTI to enroll students over the telephone. Which CTI feature would be the core of that system?

- A. IVR
- B. Predictive dialer
- C. ACD
- D. Automated attendant

Answer:

QUESTION 311:

Power companies receive thousands of calls whenever a power outage occurs. Which CTI feature is most useful in processing these calls as quickly as possible?

- A. Predictive dialer
- B. Automated attendant
- C. Calling line ID
- D. Audiotex

Answer:

QUESTION 312:

A manager of an assembly line needs to notify all second-shift workers to report an hour later than scheduled. What CTI system might be used?

- A. Predictive dialing
- B. Automated attendant
- C. Interactive voice response
- D. Automatic call distributor

Answer:

QUESTION 313:

A school district needs to notify teachers of an emergency closing. Which CTI feature would be used?

CCNT

- A. Database lookup
- B. IVR
- C. ACD
- D. Predictive dialer

Answer: D

QUESTION 314:

Many companies use CTI systems to disseminate information about their products. What application is best suited to automatically respond to requests for specific product brochures?

- A. Audiotex
- B. Fax-on-demand
- C. SVD
- D. Voice mail

Answer:

QUESTION 315:

A local government needs to gauge public sentiment about new freeway construction. Which CTI application allows citizens to enter their responses to structured questions by touchtone dialing?

- A. ACD
- B. IVR
- C. ANI
- D. Automated attendant

Answer: B

QUESTION 316:

CTI can schedule crews and management personnel, who enter information and receive a faxed schedule. Which CTI application would NOT be used in this transaction?

- A. Automated attendant
- B. Fax server
- C. Interactive voice response
- D. Simultaneous voice-data

Answer:

QUESTION 317:

Identified by the PBX; the server searches the database; it directs the call and the database records to the assigned adjuster. Which application is NOT being used?

- A. Automatic call distribution
- B. Automatic number identification
- C. Audiotex
- D. Simultaneous voice-data

Answer:

QUESTION 318:

The government uses CTI to provide up-to-the-minute election results. Which feature would probably NOT be part of such a system?

- A. Audiotex
- B. Fax-on-demand
- C. Interactive voice response
- D. Calling line ID

Answer:

QUESTION 319:

A hospital provides what CTI application so that friends and relatives of patients can access patients' telephones without speaking to a live operator?

- A. Automated attendant
- B. IVR
- C. Audiotex
- D. ACD

Answer: A

QUESTION 320:

Which organization would NOT be a good candidate for SVD?

- A. Software development company
- B. Fast food restaurant
- C. Public utility company
- D. Hospital

CCNT

Answer:

QUESTION 321:

A government agency needs to notify its workers not to report to work due to severe weather. What CTI system would be used?

- A. Predictive dialing
- B. Automated attendant
- C. Interactive voice response
- D. Simultaneous voice-data

Answer: A

QUESTION 322:

Which CTI feature enables a user to receive fax, e-mail, and voice messages from the terminal of choice?

- A. Videoconferencing
- B. Unified messaging
- C. Fax-on-demand
- D. Text-to-speech

Answer:

QUESTION 323:

Which of the following statements about programming languages is most accurate?

- A. MS-DOS is used by very few programmers for CTI.
- B. The single-tasking constraints of MS-DOS make it a poor operating system choice for CTI.
- C. MS-DOS is able to generate multitasking CTI systems.
- D. Skilled programmers are able to generate efficient CTI systems in MS-DOS.

Answer: D

QUESTION 324:

What do application generators do?

- A. They generate applications without the need to exit commands.
- B. They edit application commands into forms or screens.
- C. They generate CTI Windows applications.

CCNT

D. They apply general standards for CTI to off-the-shelf software development packages.

Answer: B

QUESTION 325:

Which of the following describes a script language?

- A. It is a low-level programming language such as C.
- B. It edits commands into forms or screens.
- C. It requires only moderate programming skills.
- D. It uses a form-based interface to generate input.

Answer: C

QUESTION 326:

What advantages do application generators have over programming languages?

- A. Application generators can generate CTI applications much faster than programming languages can.
- B. Application generators can generate GUI-based systems, but programming languages cannot.
- C. Application generators can generate Windows CTI applications, but programming languages can generate applications only for UNIX.
- D. Application generators can generate CTI applications for all configurations, but programming languages can generate applications only for host-based architectures.

Answer:

QUESTION 327:

The low-level language preferred by most voice system programmers is:

- A. Visual Basic
- B. Pascal
- C. C
- D. COBOL

Answer: C

QUESTION 328:

Which operating system is recommended for building a voice application?

CCNT

- A. Windows operating systems
- B. UNIX
- C. OS/2
- D. Use the operating system with which you are already familiar.

Answer:

QUESTION 329:

Although DOS is used as a platform for some CTI systems, a disadvantage is that:

- A. DOS is not a multitasking operating system.
- B. DOS is a multithreading operating system.
- C. DOS is a preemptive multitasking operating system.
- D. None of the above. DOS is not used as a CTI operating system.

Answer:

QUESTION 330:

Which operating system supports preemptive multitasking for CTI?

- A. Windows 95/98/NT/2000
- B. Windows 3.1
- C. Both Windows 95/98/NT/2000 and Windows 3.1
- D. Neither Windows 95/98/NT/2000 nor Windows 3.1

Answer: A

QUESTION 331:

Which of the following is NOT a 32-bit operating system?

- A. Windows 95/98
- B. Windows NT
- C. UNIX
- D. All of the above are 32-bit operating systems

Answer:

QUESTION 332:

CTI planning can be greatly enhanced by having your client generate a list of requirements very similar to an:

- A. IVR.

CCNT

- B. SVD.
- C. RFP.
- D. API.

Answer:

QUESTION 333:

Before you plan a CTI application, what should you obtain from the client?

- A. Functional details
- B. Block diagrams
- C. Design details
- D. Requirement list

Answer: D

QUESTION 334:

Which of the following is the documentation required to describe in detail how the application will appear to the caller?

- A. Block diagram
- B. Design details
- C. Functional details
- D. RFP

Answer:

QUESTION 335:

When building a multiple-telephone-line, multiple-application CTI system, it is important to use an operating system with:

- A. Multiprogramming features.
- B. Real multi-threading features.
- C. A bundled API.
- D. A GUI.

Answer:

QUESTION 336:

For first-time CTI developers, significant time can be saved by developing the first few applications using:

CCNT

- A. GUI-based tools.
- B. Form-based tools.
- C. Script language package.
- D. C.

Answer: B

QUESTION 337:

Which of the following is the most accurate statement about purchasing CTI tools?

- A. Look for easy access to messages from separate physical drives, subdirectories, and RAM disks.
- B. Look for a minimum of 1,000 speech messages.
- C. Insist on a maximum of two seconds for the voice system to act on a caller's touchtone dialing response.
- D. Request at least six lines per single PC.

Answer:

QUESTION 338:

In determining the number of telephone lines you need, what is the "blocking factor"?

- A. The number of customers that will call during a given period of time
- B. The average duration of a call
- C. The number of telephones currently in use
- D. The probability that a caller will get a busy signal

Answer:

QUESTION 339:

In planning an application, what blocking factor should you consider?

- A. 1 percent
- B. 2 percent
- C. 5 percent
- D. 10 percent

Answer: A

QUESTION 340:

Which operating system is 32-bit?

CCNT

- A. OS/2
- B. Windows 3.1
- C. UNIX
- D. Windows 95/98/NT/2000

Answer: D

QUESTION 341:

Which of the following is the most accurate statement about purchasing CTI tools?

- A. Look for a user interface with pull-down menus, choice lists, and buttons which all make the system easy to use.
- B. Request the ability to record and edit speech messages in other programs that may be easier to use.
- C. Avoid C SDKs so you can develop your own applications.
- D. Minimize the development of online help to save memory.

Answer:

QUESTION 342:

What is the advantage of using open architecture elements when designing your CTI system?

- A. It will enable you to quickly add more telephone lines.
- B. It will allow you to interface with a wide variety of hardware and software.
- C. It is faster.
- D. It will be less expensive to maintain.

Answer:

QUESTION 343:

Which of the following questions should be asked about open architecture when purchasing CTI tools?

- A. How easy is it to use the program's features day after day?
- B. Can you record and edit speech messages and their scripts without leaving the main program?
- C. Does the software vendor allow you to add ready-to-use modules to applications with a minimum of trouble?
- D. Can you easily create and edit scripts for all speech messages in your application?

Answer:

QUESTION 344:

Most vendors support up to _____ voice line(s) on a single PC.

- A. 1
- B. 8
- C. 16
- D. 24

Answer:

QUESTION 345:

Which operating system is preferred for CTI development?

- A. 16-bit
- B. 32-bit
- C. TAPI
- D. The operating system that is most familiar to the developer

Answer:

QUESTION 346:

What is a good measure to use when evaluating system efficiency?

- A. One second or less touchtone response time
- B. A blocking factor of less than 2 percent
- C. Fewer than two system errors per 1,000 calls
- D. .93 milliseconds or less hard disk access time

Answer:

QUESTION 347:

What is considered standard performance for voice line support on a PC?

- A. 4 lines
- B. 6 lines
- C. 12 lines
- D. 24 lines

Answer: D

QUESTION 348:

What is considered acceptable performance for CTI tools?

- A. A minimum of 50,000 speech messages
- B. Online support services for developers
- C. 1.5-second response time for a voice system
- D. 32 voice lines per PC

Answer:

QUESTION 349:

Why should your script language statements emulate C as much as possible?

- A. The software will run more efficiently.
- B. The scripting will simplify the developers' jobs.
- C. C works with open application interfaces.
- D. C offers the simplest command set toolbox.

Answer:

QUESTION 350:

Which hardware factors affect system performance?

- A. Processor speed, monitor size, and sound card memory
- B. System memory size, processor speed, and disk access speed
- C. Disk access speed, PC card bandwidth, and system memory size
- D. Sound card memory, monitor size, and PC card bandwidth

Answer:

QUESTION 351:

Which of the following questions might you ask about application generators when you consider purchasing CTI tools?

- A. How easy is it to use the program's features day after day?
- B. Can you record and edit speech messages and their scripts without leaving the main program?
- C. How many voice lines can be supported in a single PC?
- D. What do the script language statements look like?

Answer: A

QUESTION 352:

Before LANs existed, the most common data networks were:

- A. Wireless networks.
- B. MANs (metropolitan area networks).
- C. WANs (wide area networks).
- D. Mainframe networks.

Answer: D

QUESTION 353:

Which of the following components was commonly found in early LANs?

- A. Mainframe computers
- B. Personal computers
- C. Cable modems
- D. Distributed applications

Answer:

QUESTION 354:

Which of the following are NOT services provided by a modern-day LAN?

- A. Shared database
- B. Interstate connectivity
- C. Shared printers
- D. Internet connection

Answer: B

QUESTION 355:

Which of the following geographic scopes would be served by a single LAN?

- A. A metropolitan area
- B. Corporate offices in multiple states
- C. A single building
- D. A multinational corporation

Answer: C

QUESTION 356:

Which of the following is NOT an advantage of a LAN?

- A. Reducing network cabling expense
- B. Reducing the number of printers or other peripherals
- C. Providing electronic mail
- D. Sharing files

Answer:

QUESTION 357:

A LAN can be thought of as a:

- A. Distributed processing network.
- B. Mainframe processing network.
- C. Public access network.
- D. Dumb terminal network.

Answer:

QUESTION 358:

The physical arrangement of a LAN's nodes is called its:

- A. Architecture.
- B. Design.
- C. Structure.
- D. Topology.

Answer:

QUESTION 359:

Which of the following are not examples of network nodes?

- A. Backbone cable
- B. Database server
- C. Printer
- D. User workstation

Answer: A

QUESTION 360:

Which of the following terms is used to define the way a node places a signal on the network?

CCNT

- A. Protocol
- B. Access method
- C. Topology
- D. Interconnect

Answer:

QUESTION 361:

Protocols and access methods are components of a network's:

- A. Topology.
- B. Transmission system.
- C. Cabling.
- D. Architecture.

Answer:

QUESTION 362:

Which of the following has helped to improve interoperability between network hardware devices?

- A. Increased bandwidth on the public network
- B. Adherence to open standards
- C. Widespread adoption of a single vendor
- D. Cable that can support multiple access methods

Answer:

QUESTION 363:

Which of the following terms is used to describe a set of rules used when establishing communication?

- A. Access method
- B. Standard
- C. Protocol
- D. Topology

Answer:

QUESTION 364:

Which of the following LAN technologies improves portability of network devices?

CCNT

- A. Wireless networking
- B. Digital subscriber lines (DSL)
- C. Fiber optic cabling
- D. Faster access methods

Answer:

QUESTION 365:

Which of the following have been instrumental in helping the home network gain popularity?

- A. Proprietary standards
- B. Less expensive database servers
- C. Home security systems
- D. Shared high-speed Internet connections

Answer:

QUESTION 366:

Examples of bus-based networks include:

- A. Ethernet and token ring.
- B. AppleTalk and token ring.
- C. Token ring and LocalTalk
- D. Ethernet and AppleTalk.

Answer: D

QUESTION 367:

Which of the following is not a disadvantage of a bus topology network?

- A. Difficult to troubleshoot
- B. Expensive to implement
- C. Attenuation
- D. Signal interference

Answer:

QUESTION 368:

Which of the following are advantages of a bus topology?

- A. Easy to troubleshoot failures
- B. Failures are always limited to a single node
- C. Inexpensive to implement
- D. No network congestion

Answer:

QUESTION 369:

The acronym CSMA stands for:

- A. Call signal multiple access.
- B. Carrier sense multiple access.
- C. Call signal message active.
- D. Carrier sense message active.

Answer:

QUESTION 370:

Ethernet LANs use which of the following?

- A. CSMA/CA
- B. CSMA/CD
- C. Token passing
- D. Token bus

Answer:

QUESTION 371:

CSMA/CD is based on which IEEE standard?

- A. 802.3
- B. 802.4
- C. 802.5
- D. 802.6

Answer: A

QUESTION 372:

The star topology is different from buses and rings in that:

- A. All data flows through a central hub.
- B. Data never passes through a single central point.

CCNT

- C. The star topology allows only limited network control.
- D. The star topology is harder to expand.

Answer: A

QUESTION 373:

Which of the following can be used to connect nodes to the network in a star topology?

- A. Transceivers
- B. Multistation access units
- C. Switches
- D. Access point

Answer:

QUESTION 374:

Which of the following represents a single point of failure in a star topology?

- A. Backbone cable
- B. Hub
- C. Transceiver
- D. Nodes

Answer:

QUESTION 375:

Ring topologies almost always use:

- A. Token passing.
- B. CSMA/CD.
- C. CSMA/CA.
- D. Token sharing.

Answer: A

QUESTION 376:

Like the physical bus topology, the physical ring topology:

- A. Joins a single cable to form a continuous loop.
- B. Connects all nodes along a single cable.
- C. Uses a central concentrator.

CCNT

D. Does not broadcast signals.

Answer:

QUESTION 377:

The 802.5 IEEE standard defines the operation of which topology?

- A. Token bus
- B. Token ring
- C. Bus
- D. Star

Answer: B

QUESTION 378:

Token ring networks operate according to the rules of which IEEE standard?

- A. 802.3
- B. 802.4
- C. 802.5
- D. 802.6

Answer: C

QUESTION 379:

Ethernet 10BaseT is designed to use which physical topology?

- A. Bus
- B. Ring
- C. Star
- D. Tree

Answer: B

QUESTION 380:

Which of the following topologies is an expansion of the bus topology suitable for broadband transmissions?

- A. Ring
- B. Star
- C. Mesh
- D. Tree

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Answer:

QUESTION 381:

Which of the following topologies is actually an implementation that mixes two or more topologies?

- A. Hybrid
- B. Tree
- C. Star
- D. Token bus

Answer:

QUESTION 382:

Which of the following are disadvantages of a tree topology?

- A. The hub represents a central point of failure.
- B. Problems are difficult to isolate.
- C. No backbone cable is used.
- D. The number of redundant links makes it expensive to implement.

Answer: B

QUESTION 383:

Which of the following topologies allows for redundant data paths in case of failure?

- A. Tree
- B. Bus
- C. Star
- D. Mesh

Answer: D

QUESTION 384:

Which of the following is an advantage of a mesh topology?

- A. High reliability
- B. Less expensive to implement
- C. Easily expandable
- D. Easy to manage

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Answer: A

QUESTION 385:

Which of the following topologies is most suitable for an implementation in which network connection loss must be avoided?

- A. Star
- B. Mesh
- C. Tree
- D. Cell

Answer: B

QUESTION 386:

Which of the following topologies can support transmission rates of only 2 Mbps?

- A. Bus
- B. Token ring
- C. Token bus
- D. Wireless

Answer:

QUESTION 387:

Which of the following statements describes the wireless topology?

- A. Each node acts as a transmitter and receiver.
- B. A node can act as either a transmitter or a receiver.
- C. Token passing is used to put data on the network.
- D. CSMA/CD is used to put data on the network.

Answer:

QUESTION 388:

Which of the following topologies allows a node to be relocated without making a wiring change?

- A. Ring
- B. Mesh
- C. Wireless
- D. Star

Answer: C

QUESTION 389:

All frames used in LAN protocols contain at least:

- A. An address field and user information field.
- B. Start and stop fields.
- C. Token status byte.
- D. Start and stop flags, a control field, and user data.

Answer:

QUESTION 390:

Which of the following elements is included in a frame but not a packet?

- A. User data
- B. Address field
- C. Control information
- D. Application data

Answer:

QUESTION 391:

Which of the following are included in a packet?

- A. User data and control information
- B. User data, sequencing data, and error checking flags
- C. User data and address information
- D. Address information and error checking flags

Answer: A

QUESTION 392:

For computers to communicate with each other, the protocols used by each computer must:

- A. Follow similar hierarchies.
- B. Allow peer-to-peer communication.
- C. Be identical.
- D. Adhere to the OSI reference model.

CCNT

Answer:

QUESTION 393:

Which of the following standards is designed to ensure that protocols and network devices can interoperate?

- A. OSI reference model
- B. IEEE 802.3
- C. IEEE 802.5
- D. IEEE 802.11b

Answer: A

QUESTION 394:

Which of the following is NOT a LAN access method?

- A. NetBEUI
- B. CSMA/CD
- C. Token passing
- D. CSMA/CA

Answer: A

QUESTION 395:

The ethernet access method works best for networks that are used for which of the following?

- A. Occasional large file transfers
- B. Large volumes of e-mail traffic
- C. Consistently heavy data exchange
- D. Networks that require continuous availability

Answer:

QUESTION 396:

Excessive collisions can be a problem when using which access method?

- A. Token passing
- B. CSMA/CA
- C. NetBEUI
- D. CSMA/CD

CCNT

Answer:

QUESTION 397:

With which access method can two nodes place data on the network at the same time?

- A. Token passing
- B. CSMA/CA
- C. CSMA/CD
- D. NetBEUI

Answer:

QUESTION 398:

Which of the following access methods uses collision detection?

- A. Token passing
- B. CSMA/CD
- C. CSMA/CA
- D. NetBEUI

Answer: B

QUESTION 399:

A token becomes a frame when it is:

- A. Emptied of user data.
- B. Filled with user data.
- C. Filled with address and control information.
- D. Emptied of address and control information.

Answer:

QUESTION 400:

Which type of network uses a deterministic access method?

- A. Token ring
- B. Ethernet
- C. AppleTalk
- D. Wireless

CCNT

Answer: A

QUESTION 401:

In the token ring access method, which of the following manages packet distribution?

- A. The network monitor
- B. The network manager
- C. The active monitor
- D. The MAU

Answer:

QUESTION 402:

In a token ring network, the token is not released until:

- A. The receiving station copies the user information field and sets the status to free.
- B. The active monitor declares the token available for transmission.
- C. The collision has been cleared and the contention resolved by the colliding station.
- D. The sending station receives confirmation of a correctly received frame.

Answer:

QUESTION 403:

How many tokens can be on a token ring network at the same time?

- A. One
- B. Two
- C. Three
- D. Four

Answer: A

QUESTION 404:

A station has passive station status. How is it connected to the network?

- A. Through a media access unit
- B. Through a passive switch
- C. With a transceiver
- D. Through a wireless access point

CCNT

Answer: A

QUESTION 405:

The token bus access method is also known as which IEEE standard?

- A. 802.3
- B. 802.4
- C. 802.5
- D. 802.6

Answer: B

QUESTION 406:

Which of the following is an advantage of a token bus (IEEE 802.4) network?

- A. It operates well under heavy loads.
- B. It is not limited by physical distances.
- C. It maintains signal integrity as the network grows.
- D. It operates at a consistently high data speed.

Answer:

QUESTION 407:

Token bus networks are most often found in which type of environment?

- A. Scientific
- B. Industrial
- C. Office automation
- D. E-business

Answer:

QUESTION 408:

Which of the following devices is used to create a Virtual LAN (VLAN)?

- A. Switching hub
- B. Passive hub
- C. Active hub
- D. Intelligent hub

Answer:

QUESTION 409:

Which of the following devices allows an ethernet bus to be implemented in a physical star?

- A. Hub
- B. Bridge
- C. Router
- D. MAU

Answer: A

QUESTION 410:

An ethernet bus can be implemented in a physical star using:

- A. A hub.
- B. A bridge.
- C. An MAU.
- D. A switch.

Answer: A

QUESTION 411:

Which statement best describes an analog signal?

- A. Analog signals are measured in bits per second.
- B. Analog signals vary continuously in amplitude and frequency.
- C. Analog signals vary in discrete values.
- D. Analog signals are limited to frequencies between 220 and 4,000 hertz.

Answer:

QUESTION 412:

Which of the following types of signals is transmitted as smooth waves?

- A. Digital
- B. Baseband
- C. Noise
- D. Analog

Answer:

QUESTION 413:

Which of the following types of signals is transmitted as patterns of the values 0 and 1?

- A. Digital
- B. Analog
- C. Broadband
- D. Baseband

Answer: A

QUESTION 414:

Which statement correctly differentiates between baseband and broadband?

- A. Broadband always transmits a digital signal.
- B. Broadband always transmits an analog signal.
- C. Broadband supports multiple channels of data on a single wire.
- D. Baseband supports multiple channels of data on a single wire.

Answer:

QUESTION 415:

Baseband networks can support bandwidths up to:

- A. 10 Mbps
- B. 16 Mbps
- C. 100 Mbps
- D. 1 Gbps

Answer:

QUESTION 416:

A baseband transmission over optical fiber provides how many channels?

- A. 1
- B. 64
- C. 128
- D. 514

Answer:

QUESTION 417:

In broadband LANs, what is remodulation?

- A. Retransmission of lost messages
- B. Conversion of messages from one frequency to another
- C. Conversion of signals from analog to digital format
- D. Conversion of signals from digital to analog format

Answer:

QUESTION 418:

The head-end of a broadband LAN:

- A. Translates signals from one frequency to another.
- B. Serves the same role as an active monitor in a token ring network.
- C. Monitors collisions and resolves contention problems.
- D. Routes signals to the appropriate network segment.

Answer:

QUESTION 419:

Broadband transmissions traditionally transmit over which medium?

- A. Coaxial cable
- B. Either coaxial cable or twisted-pair cable
- C. Either fiber or twisted-pair cable
- D. Fiber, coaxial cable, or twisted-pair cable

Answer:

QUESTION 420:

Which of the following is a benefit of a hybrid transmission on the LAN?

- A. Lower cost than implementing pure baseband transmission
- B. Better performance than is provided by a pure broadband implementation
- C. Lower cost than implementing pure broadband transmission
- D. Baseband signals can be encapsulated inside a single broadband channel for secure transmission.

Answer:

QUESTION 421:

Broadband signals are typically divided into channels of how many megahertz?

- A. 6
- B. 10
- C. 14
- D. 26

Answer: A

QUESTION 422:

Which of the following is a benefit of implementing broadband?

- A. Broadband is less expensive to install.
- B. Broadband is easy to maintain.
- C. Broadband provides high availability.
- D. Broadband is less susceptible to electrostatic interference.

Answer: D

QUESTION 423:

In what way are fiber-based LANs similar to coaxial-based broadband LANs?

- A. Both are (potentially) capable of carrying multiple channels.
- B. Both use analog signals.
- C. Both require a head-end to multiplex channels.
- D. Both are immune to electromagnetic interference.

Answer:

QUESTION 424:

What optical transport standard defines multichannel LAN transmission at greater than 45 Mbps?

- A. FDDI
- B. Frame relay
- C. ISDN
- D. SONET

Answer:

QUESTION 425:

Which types of cable can be used for both baseband and broadband transmissions?

- A. Twisted pair and fiber optic
- B. Fiber optic cable and coaxial
- C. Coaxial, twisted pair, and fiber optic
- D. Only coaxial

Answer:

QUESTION 426:

Which of the following wireless transmission technologies are baseband transmissions?

- A. Infrared and satellite
- B. Radio frequency broadcast and satellite
- C. Infrared and microwave satellite
- D. Infrared and radio frequency broadcast

Answer:

QUESTION 427:

Which topology is most commonly used when implementing broadband?

- A. Star
- B. Bus
- C. Tree
- D. Mesh

Answer:

QUESTION 428:

Which of the following should not be a consideration when selecting transmission media?

- A. Bandwidth
- B. Ease of installation
- C. Conformance to fire retardant coating requirements
- D. Protocols that will be used

Answer:

QUESTION 429:

Which of the following should not be a consideration when selecting transmission media?

- A. Network operating systems
- B. Adherence to network standards
- C. Availability of troubleshooting tools
- D. Budget

Answer:

QUESTION 430:

Conformance to IEEE 802.x standards is a key consideration in the selection of what data network element?

- A. Protocols
- B. Network applications
- C. Transmission media
- D. Network operating systems

Answer:

QUESTION 431:

Which of the following are directly impacted by the transmission media selection?

- A. Network operating system
- B. Network adapters
- C. Protocols
- D. Database servers

Answer:

QUESTION 432:

Which is an example of free space transmission?

- A. Coaxial
- B. Satellite
- C. Electrical
- D. Fiber optic

Answer:

QUESTION 433:

Which of the following are NOT examples of network cables?

- A. Twisted pair
- B. Coaxial
- C. Fiber optic
- D. Infrared

Answer: D

QUESTION 434:

How does twisted pair attempt to reduce crosstalk?

- A. Larger gauge wire
- B. Smaller gauge wire
- C. Fewer twists per linear foot
- D. More twists per linear foot

Answer:

QUESTION 435:

Which of the following is not a potential source of EMI?

- A. Computers
- B. Electrical appliances
- C. Radio frequencies
- D. Lighting

Answer:

QUESTION 436:

How does twisted pair attempt to reduce crosstalk?

- A. Larger gauge wire
- B. Smaller gauge wire
- C. Fewer twists per linear foot
- D. More twists per linear foot

Answer: D

QUESTION 437:

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What is the advantage of twisted pair wire over other cabling options?

- A. Cost
- B. Bandwidth
- C. Attenuation
- D. EMI immunity

Answer:

QUESTION 438:

When a twisted pair wire has a higher gauge number, it is:

- A. Thicker.
- B. Thinner.
- C. More insulated.
- D. Less insulated

Answer: B

QUESTION 439:

Which gauge wire is typically used as backbone cable?

- A. 22 AWG
- B. 24 AWG
- C. 26 AWG
- D. 30 AWG

Answer: A

QUESTION 440:

Which of the following types of twisted pair cabling can support bandwidths of up to 100 Mbps?

- A. Category 2
- B. Category 3
- C. Category 4
- D. Category 5

Answer:

QUESTION 441:

Which type of twisted pair cable is commonly used in a token ring network?

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- A. Category 1
- B. Category 2
- C. Category 3
- D. Category 4

Answer:

QUESTION 442:

How many twisted pairs are contained in a 10BaseT cable?

- A. 1
- B. 2
- C. 4
- D. 8

Answer: C

QUESTION 443:

Coaxial cable consists of:

- A. A core, cladding, and sheath.
- B. Copper wires sheathed in PVC.
- C. Twisted copper wires sheathed in metal.
- D. A copper conductor surrounded by at least three layers of insulation.

Answer: D

QUESTION 444:

Coaxial cable is able to carry data at high speeds without danger of interference. This is possible because coaxial cable has:

- A. An opaque plastic coating.
- B. A PVC jacket over the core.
- C. A shield surrounding the core.
- D. Higher-gauge wire used than that found in twisted pair.

Answer:

QUESTION 445:

Cheapernet, or thinnet, is:

CCNT

- A. Equivalent to cable TV coax.
- B. Used to provide broadband backbone.
- C. Used to provide a bus LAN that does not use drop cables.
- D. Used to provide a bus LAN with T connectors.

Answer:

QUESTION 446:

Which is an advantage of fiber optic over other transmission media?

- A. Cost
- B. Ease of installation
- C. Ease of management
- D. Immunity to signal interference

Answer: D

QUESTION 447:

Which of the following is NOT part of a fiber optic cable?

- A. Highly refractive cladding
- B. Opaque plastic sheath
- C. Glass or plastic core
- D. Copper shielding

Answer: D

QUESTION 448:

The glass core of a fiber optic cable carries data with what type of signal?

- A. Electrical
- B. Light pulses
- C. Radio waves
- D. Microwaves

Answer: B

QUESTION 449:

A PC that uses a cordless mouse is an example of which type of transmission media?

- A. Infrared
- B. Optical fiber

CCNT

- C. Microwave
- D. Radio frequency

Answer:

QUESTION 450:

With infrared transmission, the sending and receiving devices must typically reside in the same room because:

- A. Radiation is a concern.
- B. The signal can usually carry only up to 5 feet.
- C. Obstacles such as walls would block the signal.
- D. The beam is so diffuse that too many devices could be affected.

Answer:

QUESTION 451:

Which of the following can interfere with an infrared transmission?

- A. Too much light
- B. EMI
- C. RFI
- D. Crosstalk

Answer: A

QUESTION 452:

Which of the following is an advantage to short-range wireless transmission?

- A. It can be used where cable cannot be routed.
- B. It supports higher bandwidths than cable-based transmission.
- C. It is a widely accepted standard.
- D. Direct Sequence Spread Spectrum is fully interoperable with Frequency Hopping Spread Spectrum devices.

Answer:

QUESTION 453:

A wireless device uses Frequency Hopping Spread Spectrum (FHSS). Which of the following devices can it communicate with?

- A. Any other wireless device

CCNT

- B. Only another device using FHSS
- C. Only a device using Direct Sequence Spread Spectrum (DSSS)
- D. Both a device using FHSS and a device using DSSS)

Answer:

QUESTION 454:

What type of signal is used to send short-range wireless transmissions?

- A. Light
- B. Low-frequency radio
- C. Microwave
- D. Electromagnetic

Answer: C

QUESTION 455:

In a satellite transmission, the satellite functions as a:

- A. Repeater.
- B. Transmission medium
- C. Transponder.
- D. Landline interface.

Answer:

QUESTION 456:

One disadvantage of satellite transmission is:

- A. High cost.
- B. Low data rate.
- C. Requires line of sight.
- D. EMI sensitivity.

Answer:

QUESTION 457:

A form of free space transmission that has a range of up to 100 km is:

- A. Infrared.
- B. Microwave.
- C. Satellite.

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D. Radio frequency.

Answer: B

QUESTION 458:

Which organization is the predominant force for defining LAN standards?

- A. The American National Standards Institute (ANSI)
- B. The International Organization for Standardization (ISO)
- C. Bell Communications Research (BellCore)
- D. The Institute of Electrical and Electronics Engineers (IEEE)

Answer: D

QUESTION 459:

Which standards organization is responsible for defining the OSI reference model?

- A. The American National Standards Institute (ANSI)
- B. The International Organization for Standardization (ISO)
- C. Bell Communications Research (BellCore)
- D. The Institute of Electrical and Electronics Engineers (IEEE)

Answer:

QUESTION 460:

One purpose of LAN standards is to:

- A. Limit the number of manufacturers in the LAN market.
- B. Simplify the design of network servers.
- C. Give LAN buyers lower cost and interoperability.
- D. Reduce the need for bridges and routers.

Answer:

QUESTION 461:

Which term describes the IEEE standard for 10 Mbps ethernet over twisted pair?

- A. Cheapernet
- B. 10BaseE
- C. 10BaseT
- D. 802.3bis

CCNT

Answer:

QUESTION 462:

Which standard governs the development of Switched Multimegabit Data Service (SMDS)?

- A. 802.4
- B. 802.6
- C. 802.8
- D. 802.11

Answer: B

QUESTION 463:

Which layers of the OSI model are governed by IEEE 802.x standards?

- A. All layers
- B. Layers 5 through 7
- C. Layers 1 and 2
- D. Layers 3 and 4

Answer:

QUESTION 464:

Which standard defines the procedures for token passing over fiber optic cable?

- A. 802.4
- B. 802.6
- C. 802.8
- D. 802.11

Answer: C

QUESTION 465:

Which standard defines both ad hoc mode and infrastructure mode for wireless networks?

- A. 802.4
- B. 802.6
- C. 802.8
- D. 802.11b

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Answer: D

QUESTION 466:

Which standard is responsible for defining the operation of 100VB-AnyLAN?

- A. 802.10
- B. 802.12
- C. 802.14
- D. 802.16

Answer: B

QUESTION 467:

Which of the following best describes the key to SNA LU6.2 and PU2.1?

- A. All communications are processed by a host mainframe.
- B. Personal computers on a LAN can emulate terminals.
- C. All computers on the network communicate as peers.
- D. They support IEEE 802.3 (ethernet) connections.

Answer:

QUESTION 468:

In SNA, LUs define how services can interact. The significance of LU6.2 is that it:

- A. Allows processors on the network to communicate as peers.
- B. Formalizes the master-slave relationship between the mainframe and other network processors.
- C. Increases the amount of network control exercised by the mainframe.
- D. Allows network devices to communicate through the host mainframe.

Answer:

QUESTION 469:

Which layers of the OSI model are considered logical layers in the SNA protocol stack?

- A. Layers 1, 2 and 3
- B. Layers 4, 5 and 6
- C. Layers 5, 6 and 7
- D. Layer 7 only

Answer: B

QUESTION 470:

The OSI reference model Layer 3 (network layer) provides, in part, which of the following?

- A. Electrical characteristics of transmitted signals
- B. Link access management protocols
- C. Network routing
- D. Interconnectivity between LANs

Answer:

QUESTION 471:

The OSI reference model Layer 2 (data link layer) defines, in part, which of the following?

- A. Electrical characteristics of transmitted signals
- B. Link access management protocols
- C. Network addressing schemes
- D. Interconnectivity between LANs

Answer:

QUESTION 472:

In TCP/IP, the process layer includes protocols that:

- A. Support file transfers.
- B. Ensure reliability of data transfer.
- C. Handles data exchange between hosts.
- D. Allow transfer of data across gateways.

Answer:

QUESTION 473:

The TCP/IP Internet layer:

- A. Supports file transfers.
- B. Ensures reliability of data transfer.
- C. Handles data exchange within a host.
- D. Allows transfer of data across gateways.

Answer:

QUESTION 474:

The TCP/IP network access layer:

- A. Supports file transfers.
- B. Ensures reliability of data transfer.
- C. Handles data exchange from host to host.
- D. Allows transfer of data across gateways.

Answer: C

QUESTION 475:

Whether a component is said to be on the user or network side is determined by its position relative to what?

- A. The network operating system
- B. The network interface card
- C. The transceiver
- D. The application programming interface

Answer: B

QUESTION 476:

Which of the following is a software network component?

- A. Transceiver
- B. Network adapter
- C. Network operating system
- D. Bridge

Answer:

QUESTION 477:

Which network component allows a client workstation to communicate with a network server?

- A. The network client software
- B. The network operating system
- C. The application programming interface
- D. The network programming interface

Answer:

QUESTION 478:

The network operating system:

- A. Replaces the station's operating system.
- B. Is on the network side of the interface card.
- C. Runs on all servers and workstations on the network.
- D. Answers requests sent by the network client software.

Answer:

QUESTION 479:

A workstation needs to communicate with servers running different network operating systems. Which of the following must be run on the workstation?

- A. A network client that is compatible with both network operating systems.
- B. Two network clients, one compatible with each network operating system.
- C. One of the network operating systems.
- D. Both network operating systems.

Answer:

QUESTION 480:

What is the basic function of a network operating system?

- A. Channeling of data from network storage to local memory
- B. Answering requests sent across the network by network client software
- C. Analyzing and managing network traffic
- D. Control of the network interface card

Answer: B

QUESTION 481:

Transparent access to network resources is provided by the:

- A. Transparent Access Protocol (TAP).
- B. Network applications programming interface (NAPI).
- C. Network programming interface (NPI).
- D. Network Access Protocol (NAP).

CCNT

Answer:

QUESTION 482:

Which of the following fault tolerance methods provides protection from failure of either a disk controller or a hard disk?

- A. Disk duplexing
- B. Disk striping with parity
- C. Disk striping
- D. Disk mirroring

Answer:

QUESTION 483:

What is the minimum number of hard disks in a stripe set with parity?

- A. 2
- B. 3
- C. 4
- D. 5

Answer: B

QUESTION 484:

Which type of network treats all network resources as objects?

- A. A peer-to-peer network
- B. A directory-based network
- C. A domain-based network
- D. A client/server network

Answer:

QUESTION 485:

A network in which the workstations must perform the server functions is called a:

- A. Client/server network.
- B. Directory-based network.
- C. Peer-to-peer network.
- D. Domain-based network.

Answer: C

QUESTION 486:

In a large network, some application processing tasks are run by a workstation, and some are run by a server. This is an example of which type of network?

- A. Peer-to-peer network
- B. Domain network
- C. Client/server network
- D. Server/client network

Answer:

QUESTION 487:

Which device regenerates the signal from one LAN cable to another, extending its range?

- A. Repeater
- B. Bridge
- C. Router
- D. Gateway

Answer:

QUESTION 488:

At which layer of the OSI protocol stack do routers operate?

- A. Physical
- B. Data link
- C. Network
- D. Transport

Answer:

QUESTION 489:

At which layer of the OSI protocol stack do routers operate?

- A. Physical
- B. Data link
- C. Network
- D. Transport

CCNT

Answer: C

QUESTION 490:

Which type of network server is used to run components of a distributed application?

- A. Communication server
- B. File server
- C. Application server
- D. Distribution server

Answer: C

QUESTION 491:

Which type of network server can allow remote users to connect to the LAN through a dial-up connection?

- A. Communication server
- B. File server
- C. Database server
- D. Firewall

Answer:

QUESTION 492:

Which type of network server can provide multiple users with read/write access to data by locking records opened for a write operation?

- A. Communication server
- B. File server
- C. Database server
- D. Firewall

Answer:

QUESTION 493:

Which of the following is an issue in managing files on the network?

- A. Bad data enters the management system's database and its backup.
- B. A user has a workstation with lower memory capacity than the current network standard.

CCNT

- C. The network manager ensures that all servers have an updated version of a popular application.
- D. The network manager determines the appropriate location for each file used by an application.

Answer: D

QUESTION 494:

Which of the following is an issue in the management of network workstation configuration files?

- A. Bad data enters the management system's database and its backup.
- B. A user has a workstation with lower memory capacity than the current network standard.
- C. The network manager ensures that all servers have an updated version of a popular application.
- D. The network manager determines the appropriate location for each file used by an application.

Answer: D

QUESTION 495:

A user on a large, heterogeneous network is running an application on her desktop computer. The application itself is stored on a central server. The network manager uses this arrangement to:

- A. Control the location of data files.
- B. Control individual configuration files.
- C. Prevent network users from installing software on their desktop computers.
- D. Ensure that all network users have the current version of the software application.

Answer:A

QUESTION 496:

Distributed network management is most likely to be required when:

- A. The network spans multiple physical locations.
- B. The network is a client/server network.
- C. The network has a hybrid topology.
- D. The network is running multiple protocols.

Answer: D

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