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**QUESTION 1**

Which of the following depicts the ability to smoothly combine e-mail, voice, real-time applications, and Web chat features for a call center representative to use?

- A. Automatic call distributor
- B. Computer telephony integration
- C. Silence suppression
- D. Multi-channel blending

Correct Answer: D

QUESTION 2

You work as a Network Administrator for NetTech Inc. The company has a wireless local area network (WLAN). You want to prevent your wireless access point from being accessed by intruders.

What will you do to accomplish the task?

- A. Implement WEP.
- B. Implement auditing.
- C. Implement SSL.
- D. Implement IPsec.

Correct Answer: A

QUESTION 3

Realtime Transport Protocol (RTP) operates on top of various protocols. Which of the following protocols is commonly implemented with RTP?

- A. STP
- B. NTP
- C. UDP
- D. SIP

Correct Answer: C

QUESTION 4



Which of the following protocols is responsible for host-to-host communication services?

- A. ARP
- B. IP
- C. TCP
- D. IMAP

Correct Answer: C

QUESTION 5

You are working as a Voice Administrator in a company that is facing the problems of jitter, delay, and packet loss in its VoIP network. You want to fix all these issues.

Which of the following is the most likely reason for these issues?

- A. There is lack of bandwidth.
- B. Voice VLAN is not configured.
- C. An audio codec is wrongly configured.
- D. The company and the service provider are located far from each other.

Correct Answer: A

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