



# 300-810<sup>Q&As</sup>

Implementing Cisco Collaboration Applications (CLICA)

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**QUESTION 1**

A collaboration engineer is troubleshooting Apple push notification Issues and calls Cisco TAC for assistance. The Cisco TAC Engineer indicates that diagnostic information has not been received for the cluster. Which action resolves this issue?

- A. Temporarily enable manual downloads of log files from the Cisco Cloud Onboarding page on Cisco UCM.
- B. Temporarily disable push notifications so that Cisco UCM can generate the diagnostics log files.
- C. Enable "Send encrypted PII to the Cisco Cloud for troubleshooting" on the Cisco Cloud Onboarding Configuration page.
- D. Enable "Send Troubleshooting Information to the Cisco Cloud" on the Cisco Cloud Onboarding Configuration page.

Correct Answer: D

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**QUESTION 2**

An engineer needs to configure the cisco unity connection Auto-attendant feature to transfer calls to a specific destination, maintain control of the transfer, and take a defined administrative action upon failure. How is this accomplished?

- A. Consult Transfer
- B. Supervised Transfer
- C. Release to Switch
- D. HookFlash Transfer

Correct Answer: A

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**QUESTION 3**

Refer to the exhibit.



### Users with Duplicate User IDs

User ID: user3

Node Name

cucm-imp-1

cucm-imp-2

A collaboration engineer is troubleshooting an alarm that indicates that there are duplicate user IDs. Which two actions resolve this issue? (Choose two.)

- A. Rename the user ID value for one user if different users on different clusters have the same user ID assigned
- B. Delete the user ID for the duplicate user ID
- C. Rename the directory URI value for one of the users to ensure that there is no duplication.
- D. Assign the duplicate user to the secondary Cisco IM and Presence node
- E. Unassign a user from one of the clusters when the same user is assigned to two different clusters

Correct Answer: AC

#### QUESTION 4

An administrator must ensure that voice messages intended for mailboxes that cannot be located are forwarded to the regional manager's mailbox. Which configuration accomplish this goal?

- A. Add the regional manager user to the all voicemail users distribution list.
- B. Add a wild-card alternate extension to the regional manager user.
- C. Add the regional manager user to the undeliverable messages distribution list.
- D. Add the regional manager's extension as an alternate extension for all system users.

Correct Answer: C

#### QUESTION 5

An engineer must configure XMPP federation on a Cisco Instant Messaging and Presence Service node, but the XCP XMPP Federation Connection Manager vice fails to start. Which action must the engineer take to resolve the issue?

- A. Restart the Cisco IM and Presence service.
- B. Activate XMPP federation service.



- C. Restart the Cisco XCP Router service.
- D. Enable TLS in the XMPP Federation settings.

Correct Answer: B

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#### QUESTION 6

To redirect calls from the phone extension for user A to the voicemail greeting, which call routing rule should be used in Cisco Unity Connection?

- A. Attempt Forward forwarded routing rule
- B. Opening Greeting direct routing rule
- C. Attempt Sign-In direct routing rule
- D. Opening Greeting forwarded routing rule

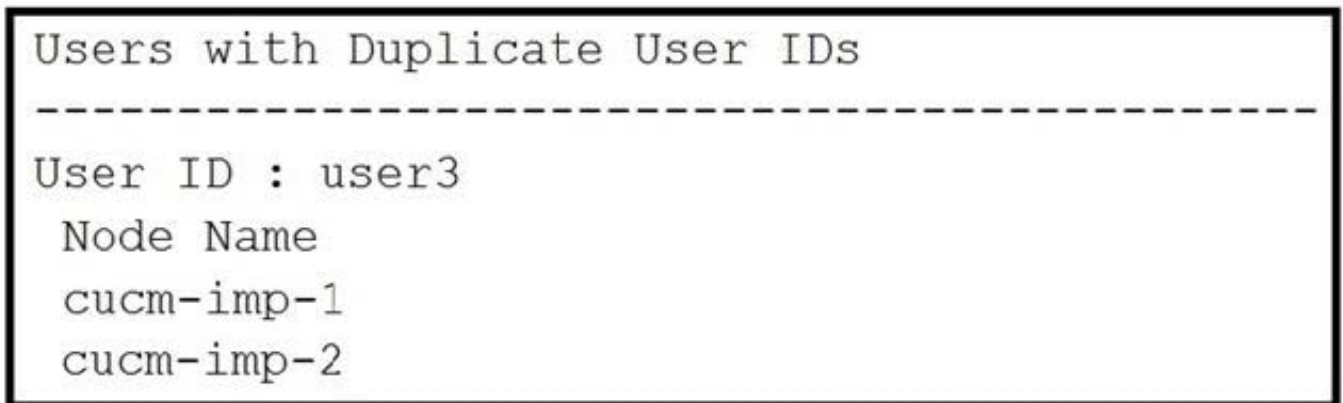
Correct Answer: A

Reference: <https://community.cisco.com/t5/collaboration-voice-and-video/unity-connection-call-routing-logic/tap/3162560>

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#### QUESTION 7

Refer to the exhibit.



Which two steps resolve the "Users with Duplicate User IDs" message? (Choose two.)

- A. Rename the directory URI value for one of the users to ensure that there is no duplication.
- B. Rename the User ID value for one user if different users on different clusters have the same User ID assigned.
- C. Unassign a user from one of the clusters when the same user is assigned to two different clusters.
- D. Assign the duplicate user to the secondary Cisco IM and Presence node.



E. Delete the user ID for the duplicate user ID.

Correct Answer: BC

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/configAdminGuide/10\\_0\\_1/CUP00\\_BK\\_C318987B\\_00\\_config-admin-guide-imp-100/CUP00\\_BK\\_C318987B\\_00\\_config-admin-guide-imp100\\_chapter\\_010101.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/10_0_1/CUP00_BK_C318987B_00_config-admin-guide-imp-100/CUP00_BK_C318987B_00_config-admin-guide-imp100_chapter_010101.html)

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## QUESTION 8

An engineer deploys Centralized Deployment for Cisco IM and Presence, where central IM and Presence runs version 12.0, and remote Cisco UCM clusters run version 10.5. The engineer checks under System > Centralized Deployment and notes that Status remains UnSynchronized.

What are two reasons for this status? (Choose two.)

- A. The Cisco UCM and IM and Presence cluster must be running at least version 11.5 to allow for Centralized Deployment.
- B. The remote Cisco UCM cluster does not support OAuth Refresh Token flow.
- C. This connection must be synchronized from the remote Cisco UCM Administration menu.
- D. The username and/or password of the application user that was provided for adding remote clusters to the central IM and Presence is incorrect.
- E. The application user that is configured on remote Cisco UCM clusters does not have \"Standard AXL API Access-added\".

Correct Answer: AB

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## QUESTION 9

Which description of an IdP server is true?

- A. authenticates user credentials
- B. provides user authorization
- C. is an authentication request that is generated by a Cisco Unified Communications application
- D. consists of pieces of security information that are transferred to the service provider for user authentication

Correct Answer: A

SSO uses Security Assertion Markup Language (SAML) to exchange authentication details between an Identity Provider (IdP) and a service provider. The identity provider authenticates user credentials and issues SAML assertions, which are pieces of security information transferred from the identity provider to the service provider for user authentication. Each assertion is an XML document that contains trusted statements about a subject including, for example, username and privileges. SAML assertions are usually digitally signed to ensure their authenticity. Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_6\\_2/features/guide](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_6_2/features/guide)



/uccx\_b\_features-guide-1162/uccx\_b\_features-guide1162\_chapter\_010.html#concept\_D4C0DDEE975FE5C9416479AB5D778237

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#### QUESTION 10

An engineer is importing users into Cisco Unity Connection using AXL and discovers that some users are not listed in the import view. Which action should be taken to resolve this issue?

- A. Configure the user primary extension to their directory number.
- B. Configure the user digest credentials to match the user password.
- C. Configure the user access control group assignment to Standard CTI Enabled.
- D. Configure the username and password in LDAP.

Correct Answer: A

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#### QUESTION 11

Refer to the exhibit.



The screenshot displays the Cisco Unity configuration interface. At the top, there are two tables. The first table lists partitions with the name 'GLOBAL-INTERNAL-PT' and type 'Directory Number'. The second table lists partitions with the name 'PSTN-PT' and type 'Route Pattern'. Below these tables, there is a section titled 'Voicemail\_CSS' with a dropdown arrow. Underneath, a box labeled 'Selected Partitions' contains the following list: 'Global Learned E164 Numbers', 'Global Learned Enterprise Numbers', 'GLOBAL-INTERNAL-PT', and 'PSTN-PT'. At the bottom, there is a section titled 'Restriction Patterns' with buttons for 'Delete Selected', 'Add New', and 'Change Order'. Below these buttons is a table with columns for 'Order', 'Blocked', and a text field for the pattern.

	Order	Blocked	Pattern
<input type="checkbox"/>	0	<input type="checkbox"/>	+
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	9+
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	91???????
<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	9011???????
<input type="checkbox"/>	4	<input checked="" type="checkbox"/>	9???????????
<input type="checkbox"/>	5	<input checked="" type="checkbox"/>	900
<input type="checkbox"/>	6	<input type="checkbox"/>	*

Cisco UCM is integrated with Cisco Unity connection via a SIP trunk and is configured using a globalized dial plan (directory number are configured with "+"). Using cisco best practices, which implementation allows call transfers to internal directory numbers but not to PSTN numbers?

- A. remove PSTN-PT from Voicemail\_CSS
- B. change the order of partitions to put GLOBAL-INTERNAL-PT first in Voicemail\_CSS
- C. create a BLOCK-PSTN-PT partition and add it to Voicemail CSS
- D. block pattern '+' in the Cisco Unity restriction table

Correct Answer: A

**QUESTION 12**

An engineer is working on a cisco unity Express system and notices that users that exist on the integrated cisco UCME are missing from Cisco Unity Express. Which two actions using the GUI resolve this discrepancy? (Choose two)

- A. Use the Synchronize task under the User ID field.
- B. Use the Synchronize System under MWI
- C. Use the Synchronize Information under Administration
- D. Import the users using a CSV file.
- E. Add the missing users manually to Cisco Unity Express

Correct Answer: BE

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**QUESTION 13**

Fraudulent calls are being made from Cisco Unity Connection. Which action prevents the calls from reaching the PSTN using SCCP integration?

- A. Change the configuration of the routing rule.
- B. Change the CSS of the voicemail port.
- C. Change the Rerouting CSS on the trunk to Cisco Unity Connection.
- D. Remove values from restriction table.

Correct Answer: B

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/119337-technote-cuc-00.html>

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**QUESTION 14**

An engineer is configuring SAML SSO for a Cisco Unified Communications Manager. After completing all required steps, the engineer wants to verify the status. Which CLI command provides the status of SAML SSO?

- A. utils sso status
- B. show sso status
- C. show saml status
- D. utils saml status

Correct Answer: A





Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/213293-troubleshoot-ss0-in-cucm.html>

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### QUESTION 15

A collaboration engineer is troubleshooting a Cisco Jabber IM and Presence issue Cisco TAC asked the engineer to generate a client-side problem report

Which set of actions must the engineer perform to find and download the problem report logs?

- A. Click the Help menu, select Report a problem, and follow the instructions.
- B. Click Settings, Help, and follows the instructions.
- C. Click Settings, Help, Reports, and follow the instructions.
- D. Click Admin, select Logs, and follow the instructions.

Correct Answer: A

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