Exam   :   **920-481**

Title   :   CallPilot ris.5.0 Unified Messaging

Version   :   DEMO

1. Your customer relies heavily on the CallPilot servers to exchange messages between sites. Due to the volume of the traffic, the company needs to account for each department's usage. Which bill-back report would you recommend the company regularly generate?

A. Network Usage to track long distance charges

B. Messaging Usage to track activity on mailboxes

C. DTT Usage to track telephone activity to user or department

D. Remote Notification (RN) Usage to track the cost of outcalling by mailbox
Answer:A

2. A customer has a CallPilot system on a 1002rp server with 2 MPB16-4 cards. The customer has decided to migrate the system beyond the current 96 channels to support fax. Which hardware changes must be implemented?

A. Install an additional hard drive.

B. Remove the MPB16-4 cards and install 2 MPB96 cards.

C. Remove the associated MGate cards and the 7-drop cable.

D. Remove the RAID configuration.
Answer: B

3. A customer has moved to a new facility. A CallPilot Rls. 5.0 server will be replacing a Meridian Mail with a Symposium Call Center Server. What is the required step?

A. Collect the user data and voice segment data.

B. Collect menu segments and voice segments.

C. Collect announce segments and menu segments.

D. Collect the voice segment data and menu call flow data.
Answer:A

4. A customer plans to install multiple CallPilot Rls. 5.0 servers into their Private Branch Exchange (PBX) network. They are concerned that unauthorized users may hack the mail system and hear confidential information. Which two security measures should you recommend to increase mailbox security? (Choose two.)

A. Increase the password length for mailboxes.

B. Force mailbox users to use a prefix on changed passwords.

C. Force the mailbox users to use both letters and numbers for their passwords.

D. Increase the number of mailbox password changes before users can reuse passwords.

Answer:AD

5. Your customer plans to install a new CallPilot Rls. 5.0 system (1005r server) on their multi-site Private Branch Exchange (PBX) network. They have Microsoft Office XP installed on the client desktops. They want to use a CallPilot tool that will allow users to send CallPilot messages using the voice and fax number fields directly from Microsoft Outlook Contacts both to CallPilot and non-CallPilot users. Which application provides this functionality?

A. My CallPilot

B. CallPilot Reporter

C. Desktop Messaging

D. Lotus Notes or Microsoft Outlook
Answer: C

6. A customer has CallPilot Rls. 5.0 servers located in several locations. They use Active Directory to track employees' information. They would like to have a single administrator for all locations and use the data in Active Directory. Which two features/services would accomplish this? (Choose two.)

A. My CallPilot

B. pcAnywhere

C. CallPilot Manager

D. Directory synchronization
Answer: CD

7. A growing company is considering the deployment of a CallPilot Rls. 5.0 solution on their Private Branch Exchange (PBX) network that is using an Electronic Switched Network (ESN) dialing plan. However, they are concerned that deploying a CallPilot solution may require changes to their PBX network because the PBX is currently running close to its engineering capacity limit. Which data is required to determine if the network can handle the anticipated messaging traffic?

A. trunk utilization data B.

switch utilization data C.

channel utilization data

D. Trunk Group Access Restriction (TGAR) data

Answer:A

8. A customer plans to install multiple CallPilot Rls. 5.0 servers and a separate web server for CallPilot administration and My CallPilot application into their Private Branch Exchange (PBX) network. They want to use Application Builder to create a customized fax application to meet their fax needs. Once the fax application is created, they want to reuse some parts of that application in another application. Which two procedures will allow the call handling functions to be used in another application? (Choose two.)

A. Save the fax application under a different ID and assign different channels to it.

B. Save the fax application under a different ID and assign the same channels to it.

C. Copy the blocks that you want to reuse from the fax application and paste them into another application.

D. Save the group of call handling functions that you want to reuse as a separate application and import it into other applications.

Answer: CD

9. A customer plans to install multiple CallPilot Rls. 5.0 servers and a separate web server for CallPilot administration, My CallPilot, and CallPilot Reporter into their Private Branch Exchange (PBX) network. They want to use Audio Messaging Interface Specification (AMIS) and Enterprise Networking solutions to connect all the CallPilot servers. They also require CallPilot Reporter to determine whether AMIS and Enterprise Networking have access to sufficient channel resources for the networking traffic load. Which report meets their needs?

A. Productivity report

B. Networking Activity report

C. Service Quality Detailed report

D. Open Networking Activity report

Answer: B

10. A customer has a Meridian Mail 11 that has many voice segments and fax items. They want to migrate from Meridian Mail to CallPilot Rls. 5.0 to obtain the messaging functionality of CallPilot. However, they are concerned about data being lost during the migration of the Meridian Mail to CallPilot. What is the guideline for this type of migration?

A. Perform the migration in one session, migrate all voice segments and fax items to CallPilot, and then create the applications using Application Builder before migrating the remaining data.

B. Perform the migration in multiple sessions, migrate all voice segments and fax items to CallPilot, and then create the applications using Application Builder before migrating the remaining data.

C. Perform the migration in one session and create call flow in CallPilot and then migrate voice segments and fax items from Meridian Mail to import into applications.

D. Perform the migration in multiple sessions, create call flow in CallPilot, and then migrate voice segments and fax items from Meridian Mail to import into applications.

Answer: B

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