

100% Money Back Guarantee

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

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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?

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- 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

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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.

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- 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.

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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:

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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

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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

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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:

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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:

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- 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

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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.

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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

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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:

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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.

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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.

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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.

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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

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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

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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

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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

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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

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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

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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

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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

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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

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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:

CCNT

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:

CCNT

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:

CCNT

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.

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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 SCSSA?

- 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:

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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

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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.

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- 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:

CCNT

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.

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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

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- 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?

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- 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:

CCNT

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.

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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:

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- 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:

CCNT

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

CCNT

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

CCNT

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:

CCNT

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?

CCNT

- 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

CCNT

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

CCNT

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:

CCNT

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:

CCNT

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:

CCNT

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:

CCNT

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:

CCNT

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:

CCNT

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:

CCNT

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

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- 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

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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

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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.

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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

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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).

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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.

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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

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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.

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- 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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