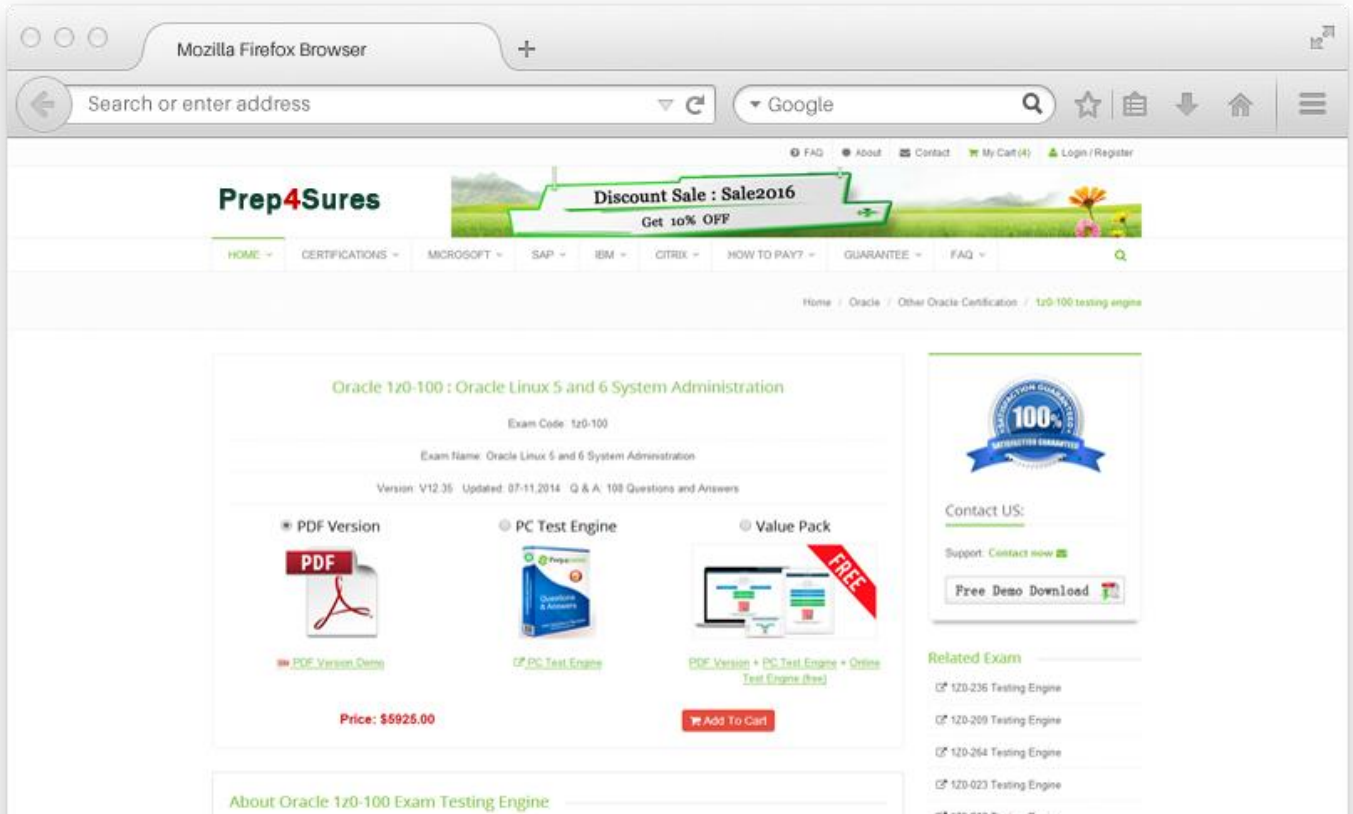
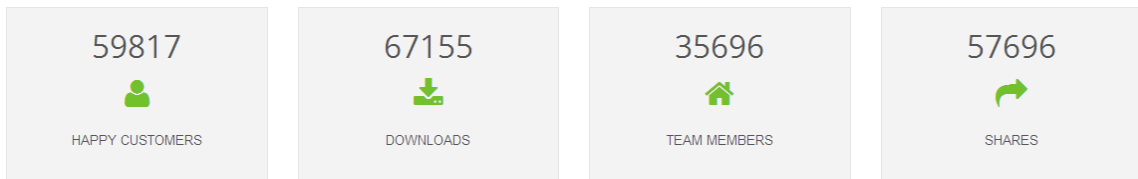


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Exam : **300-810**

Title : **Implementing Cisco
Collaboration Applications**

Vendor : **Cisco**

Version : **DEMO**

NO.1 A user encounters a problem while checking voicemail, set up in a Cisco UCME and Cisco Unity Express integration. The user reports that when calling the office number from a mobile phone, the call goes to voicemail, but it is then routed to the main menu rather than the voicemail box. The user can check voicemail from an office phone without any issues. How is this issue fixed?

- A. Assign the user to the correct user group.
- B. Add the user to Cisco Unity Express.
- C. Configure a primary E.164 number for the user.
- D. Set "Login without PIN" to "No" for the user.

Answer: B

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/unity_exp/design/CP_CIPExpress/excerpts/cipce21.html

NO.2 What is a step when integrating Cisco UACA with Cisco UCM?

- A. create a CTI route point template that will be used by Cisco UACA
- B. create a new end user account to be used by Cisco UACA
- C. create a CTI port template that will be used by Cisco UACA
- D. create a SIP trunk between Cisco UACA and Cisco UCM

Answer: A

NO.3 An administrator is implementing a Cisco Unity Connection call management plan for a company and configured the transfer rules that specify how Unity Connection transfers the calls that reach the call handler from the automated attendant. Which call handler setting must be configured to specify whether callers can perform transfers?

- A. caller input settings
- B. transfer rules
- C. call handler owners
- D. message settings

Answer: A

NO.4 Which dial-peer configuration routes calls from SIP-based phones on Cisco Unified Communications Manager Express to Cisco Unity Express?

- A. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g711alaw
- B. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec ilbc
- C. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g711ulaw
- D. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g729r6

Answer: C

Explanation:

<https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/unity-express/62609-tdcmecue.html>

NO.5 The collaboration infrastructure of a large company was hacked, which lead to toll fraud and a bill that was substantially higher than usual. An engineer must configure Cisco Unity Connection to block all calls to international phone numbers and numbers that contain 10 digits and begin with 0. Which two rules must be configured in the Unity Connection restriction table? (Choose two.)

- A. 9!
- B. 0??????????
- C. 0XXXXXXXXX
- D. 9*
- E. 0-9*

Answer: BC

NO.6 An administrator is troubleshooting an Issue with Cisco Unity Connection. When outside callers interact with the Auto-Attendant, the callers cannot reach the operator when they press '0'. However, the callers can leave messages for users when they get a user's mailbox. Internal callers to the Auto-Attendant are experiencing the same issue.

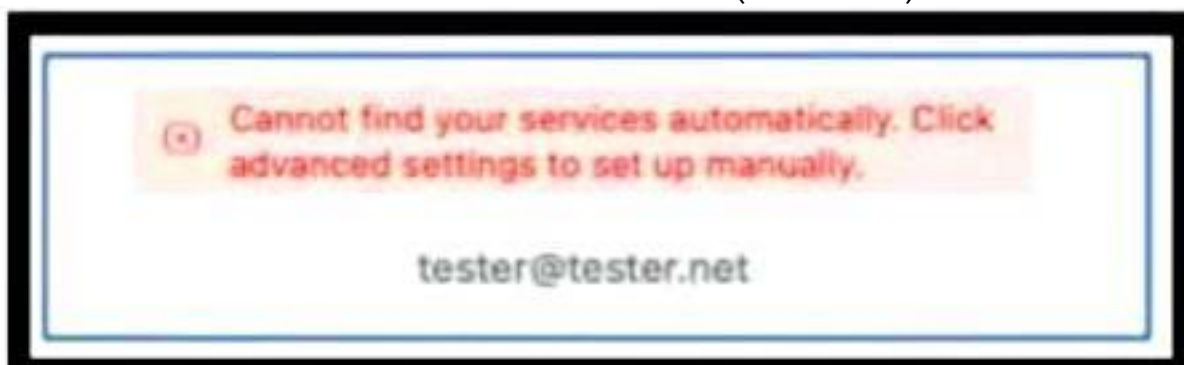
Which two areas should the administrator verify that Cisco Unity Connection is receiving the callers' keypresses? (Choose two.)

- A. Cisco Unity Connection Media (Wave) Traces
- B. Cisco Unity Connection Remote Port Status Monitor
- C. Cisco Unity Connection Packet Capture
- D. Cisco UCM CallManager Traces
- E. Cisco UCM CDR Records

Answer: BC

NO.7 Refer to the exhibit A collaboration engineer is configuring Jabber for Windows in softphone mode inside the corporate firewall. The engineer initially tests the client by manually setting the account type and the login server domain name Everything works as expected. Next the engineer resets Jabber and attempts to log in using automatic settings and receives an error.

Which two items must be modified to resolve the issue? (Choose two.)



- A. DNS A record for _cisco-uds
- B. DNS SRV record for _collab-edge
- C. username portion of the login email
- D. domain portion of the login email
- E. DNS SRV record for _cisco-uds

Answer: AE

NO.8 A collaboration engineer is enabling interdomain federation for Cisco IM and Presence. The engineer has been asked to enable federation with Office 365. Which service must the engineer enable to meet this requirement?

- A. Cisco XCP XMPP Federation Connection Manager
- B. Cisco XCP Test Conference Manager
- C. Cisco XCP SIP Federation Connection Manager
- D. Cisco XCP Web Connection Manager

Answer: C

NO.9 Which statement describes a role of AXL communications in the BLF Plug-in Service of the Cisco Unified Attendant Console?

- A. The AXL communications allow registered attendants to log in to Cisco Unified Communications Manager and receive calls.
- B. The AXL communications enable Device Resolution Manager to resolve the device statuses of operator and system devices.
- C. The AXL communications is required after installation to verify that the specified CTI manager or managers and Cisco Unified Attendant Console versions match.
- D. The AXL communications is required after installation to verify that the specified CTI manager or managers and Cisco Unified CM versions.

Answer: B

Explanation:

Part of the Cisco Unified Attendant Console Advanced BLF Plug-in service known as Device Resolution Manager (DRM) uses AXL to communicate with Cisco Unified Communications Manager. The AXL communications enable DRM to resolve the BLFs of operator and system devices, and to synchronize system devices within the Cisco Unified Communications Manager database.

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucmac/cuaca/12_0_4/admin_guide/CUACA_AG_120402.pdf

NO.10 An organization has two Cisco IM and Presence clusters: one in the Americas and one in EMEAR. Both clusters connect via an intercluster peer. Each Cisco IM and Presence cluster has four nodes logically divided into two subclusters with high availability enabled with its local peers. When the Cisco IM and Presence publisher node in the Americas fails, to where are the users failed over?

- A. Cisco IM and Presence publisher in EMEAR. in the different logical group
- B. Cisco IM and Presence subscriber in the Americas, in the different logical group
- C. Cisco IM and Presence subscriber in EMEAR. in the same logical group with IM and Presence publisher
- D. Cisco IM and Presence subscriber in the Americas, in the same logical group with IM and Presence publisher

Answer: D

NO.11 What provides device monitoring when integrating Cisco UACA and Cisco UCM?

- A. SIP
- B. XMPP
- C. CTI/TAPI
- D. AXL

Answer: C

NO.12 An engineer must configure a test user mailbox in a newly deployed Cisco Unity Express module.

Which console command set reflects the correct configuration in this scenario?

A.

```
username testuser create
username testuser pin 12345
username testuser phonenumber 4001
voicemail mailbox owner testuser
```

B.

```
username testuser pin 12345
username testuser phonenumber 4001
voicemail mailbox owner testuser
```

C.

```
username testuser phonenumber 4001
username testuser pin 12345
voicemail mailbox owner testuser
```

D.

```
username testuser create
username testuser pin 12345
username testuser phonenumber 4001 testuser@labdomain.com
voicemail mailbox create testuser
```

Answer: A

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/unity_exp/command/reference/guide/CUECmdReference/u_cmds.html

NO.13 Which two are two-factor authentication methods? (Choose two.)

- A. hardware token
- B. WebView2
- C. OAuth
- D. biometrics
- E. username and password

Answer: AD

NO.14 Users report issues while logging in to their voicemail using the Voicemail tab in their Cisco Jabber clients. The issue occurs after users provide valid Cisco Unified Communications credentials, but they receive a failure message. What is the cause of this issue?

- A. A proper service profile is not configured on Cisco Unified Communications Manager.
- B. The voicemail users are not configured in the Cisco Unity Connection server.
- C. The web application voicemail password is set "User Must Change at Next Sign-in".
- D. The voicemail password is not set for all users.

Answer: C

Explanation:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/116517-problem-jabber-00.html>

NO.15 Which prerequisite in the SAML SSO configuration is a mandatory setup?

- A. Dialed Name setup
- B. LDAP Directory setup
- C. Authentication setup
- D. Network IP setup

Answer: B

Explanation:

LDAP directory setup is mandatory for SAML SSO because it provides the user information required for authentication and attribute mapping. The identity provider uses the LDAP directory to verify user identities and supply the necessary SAML assertions to the service provider.

NO.16 Refer to the exhibit. An engineer is troubleshooting operational performance in the network. Which action should be taken to restore high availability in this subcluster?

High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	1	3	Running in Backup Mode	Critical Service Down
10.48.53.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

- A. Go to "Presence Redundancy Group Configuration" on the Cisco UCM Administration page and select the Fallback button.
- B. Go to "Presence User Assignment" on the Cisco UCM Administration page and select "rebalance users" for all users.
- C. Start all critical services on the second node, and select the Fallback button in the "Presence Redundancy Group Configuration".
- D. Start all critical services on both nodes and select "rebalance users" in the "Presence User

Assignment".

Answer: C

NO.17 Which two are System User Templates in Cisco Unity Connection? (Choose two.)

- A. voicemail user template
- B. system template
- C. administrator template
- D. end-user template
- E. mailbox template

Answer: AC

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag030.html

NO.18 A collaboration engineer changed the IP addresses of a Cisco UCM cluster. After the change, internal users and external callers all report that Cisco Unity Connection cannot be reached by telephone. Which action resolves this issue?

- A. Modify the Cisco UCM IP address to the new IP address in the port group and reset the port group.
- B. Change the IP address of Unity Connection and reboot the cluster.
- C. Modify the Cisco UCM IP address to the new IP address in the port group and reboot the cluster.
- D. Change the IP address of Unity Connection, and reboot the Cisco UCM and Unity Connection cluster.

Answer: C

Explanation:

After changing the IP addresses of a Cisco UCM cluster, Unity Connection relies on the UCM port group configuration to communicate with the call-processing servers. Updating the UCM IP addresses in the port group and then rebooting the Unity Connection cluster ensures proper registration and restores call reachability for both internal and external users.

NO.19 An engineer is creating a new Cisco Voice Mail Server in Cisco Unified Communications Manager using the Cisco Voicemail Port Wizard.

Which three Cisco Unified CM dependencies must the engineer configure manually after running the wizard? (Choose three.)

- A. line group
- B. VM pilot
- C. VM ports
- D. hunt list
- E. route group
- F. hunt pilot

Answer: BDF

NO.20 Refer to the exhibit. A collaboration engineer has integrated Cisco Unity Express with Cisco Unified Communications Manager Express and is experimenting with the MWI feature. With the

current configuration, no MWI change occurs when leaving new messages or after playing new messages. Which two changes are needed to correct the configuration? (Choose two.)

```
ccn subsystem sip
 gateway address "172.16.1.254"
 mwi sip unsolicited
end subsystem
!
interface Integrated-Service-Engine1/0
 ip unnumbered Vlan2
 service-module ip address 172.16.1.253.255.255.255.0
 no shut
!
Interface Vlan2
 description "Voice VLAN"
 ip address 172.16.1.254.255.255.0
 no shut
!
sip-ua
 mwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport udp
!
```

- A. ccn subsystem sip mwi sip outcall
- B. ccn subsystem sip mwi envelop-info
- C. sip-ua
no mwi-server
mwi-server ipv4:172.16.1.254 expires 3600 port 5060 transport udp
- D. ccn subsystem sip mwi sub-notify
- E. sip-ua
no mwi-server
mwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport tcp notify
- F. sip-ua
no mwi-server
mwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport udp unsolicited

Answer: BD

Explanation:

-server ipv4:172.16.1.253 expires 3600 port 5060 transport udp is a correct config in the unity express need envelop-info and sub-notify added

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-express/211258-Configure-and-Troubleshoot-CUE-MWI-Mecha.html#anc9>

NO.21 Which Cisco Unified Connections Manager service is required for users to control their desk phones using Cisco Jabber?

- A. Cisco CTIManager
- B. Cisco CTL Provider
- C. Cisco Presence Engine
- D. Cisco Serviceability Reporter

Answer: A

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-installation-guide-cisco-jabber115/CJAB_BK_D00D8CBD_00_deployment-installation-guide-cisco-jabber115_chapter_0111.html

NO.22 Which statement about the Cisco Telepresence Management Suite bridge utilization report is true?

- A. The bridge utilization report contains only data from video calls
- B. The bridge utilization report contains video and audio calls
- C. The bridge utilization report contains the TelePresence Conductor and all the bridges it manages.
- D. The bridge utilization report contains data from unmanaged data it ad-hoc conferences is turned on.

Answer: C

NO.23 A company deployed the Cisco Webex App with single sign-on enabled using the internal IdP, but users receive the error "Single Sign On Failed. Invalid Status code in Resume" when trying to log in through the security assertion markup language SSO. Which action must an administrator take to resolve the issue?

- A. Configure SSO in Control Hub with Cisco DUO.
- B. Configure SSO in Control Hub with Microsoft Azure.
- C. Configure SSO in Control Hub with Okta.
- D. Configure SSO in Control Hub ADFS.

Answer: C

NO.24 What are two characteristics of HTTPS networking for Cisco Unity Connection? (Choose two)

- A. HTTPS single-site networks are joined via an intersite link
- B. HTTPS networking uses a ring topology
- C. HTTPS networking supports a maximum of 25 locations
- D. HTTPS networking uses the SMTP protocol
- E. HTTPS networking supports multisite networks

Answer: AD

NO.25 An administrator must connect multiple Unity Connection clusters using Digital Networking. Which service is required for the administrator to achieve Digital Networking between the clusters?

- A. Connection Digital Networking Replication Agent
- B. Connection Digital Networking Service

- C. Connection Digital Networking Replication Service
- D. Connection Digital Networking Agent

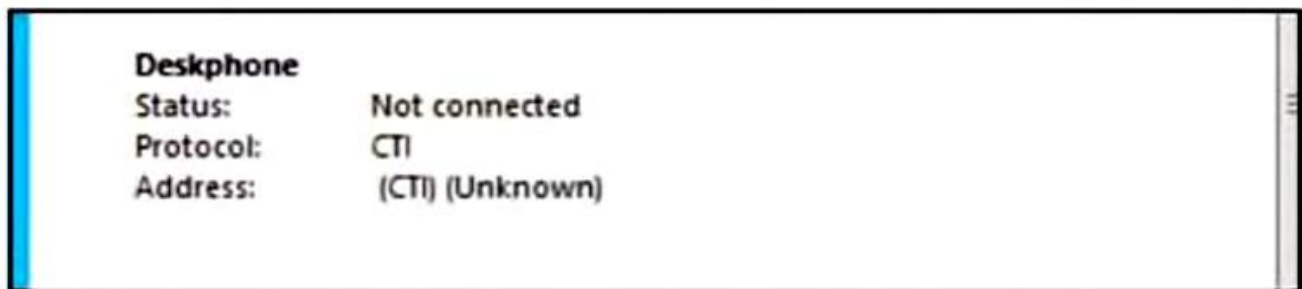
Answer: A

NO.26 A Cisco Unity Connection user receives a notification warning that the mailbox is reaching the maximum size allowed. Where can a Cisco Unity Connection admin go to change this setting?

- A. class of service
- B. messaging
- C. mailbox quotas
- D. contract templates
- E. disk capacity

Answer: C

NO.27 Refer to the exhibit. A collaboration engineer is troubleshooting a Cisco Jabber for Windows client issue. The end user is reporting that they cannot control the desk phone from the Cisco Jabber client. Which action must the engineer take to resolve this issue?



- A. Associate the User with the desk phone under the user configuration page on Cisco UCM
- B. Select "Primary Line" under the user configuration page on Cisco UCM
- C. Add the "Allow control of the device from the CTI" option under the client services profile configuration page
- D. Add the "Allow control of the device from the CTI" option under the desk phone configuration page

Answer: A

NO.28 When are call routing rules used in Cisco Unity Connection?

- A. when recording a message as an alternate greeting
- B. during outbound transfers to the PSTN
- C. during recording and playback by phone from Cisco Unity Connection
- D. during incoming calls to the operator or specific subscribers

Answer: D

NO.29 Which two SSO features are true? (Choose two.)

- A. allows Jabber to use LDAP directory services for contact imports
- B. allows LDAP user import on Cisco Unified Communications Manager
- C. improves productivity by reducing time spent re-entering credentials for the same identity
- D. transfers the authentication from the system that hosts the applications to a third-party system

E. reduces costs by decreasing the number of help calls that are made for voicemail PIN resets

Answer: CD

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/11_0_1/CUCM_BK_SF9D0502_00_saml-ss0-deployment-guide-1101/CUCM_BK_SF9D0502_00_saml-ss0-deployment-guide-11_chapter_01.html

NO.30 Users on Cisco.com experience issues while using Cisco Jabber, and the error 'Cannot communicate with the server' appears. An engineer checks the logs for the Jabber client and discovers the error "LERR_JABBER_AUTH <17>: Authentication error with server e.g. resource bind, TLS, create a session or SASL error. What should be checked to resolve this issue?

- A. if the LDAP server is reachable and if port 443 is open
- B. if cup-xmpp certificates are valid and if port 8443 is open
- C. if the cup-xmpp certificates are valid and if port 5222 is open
- D. if the LDAP server is reachable and if port 5222 is open

Answer: C

NO.31 A company must deploy Cisco Jabber massively for internal use. A collaboration engineer wants to enable service discovery to improve the user experience. Which DNS configuration must be applied on the DNS server?

A.

```
SRV Entry : _cisco-uds._tcp.<domain>  
Port : 8443  
Destination : cucm.<domain>
```

B.

```
SRV Entry : _cisco-uds._udp.<domain>  
Port : 5061  
Destination : cucm.<domain>
```

C.

```
SRV Entry : _cisco-uds._tcp.<domain>  
Port : 5061  
Destination : cucm.<domain>
```

D.

```
SRV Entry : _cisco-uds._udp.<domain>  
Port : 8443  
Destination : cucm.<domain>
```

Answer: A

Explanation:

To enable service discovery for Cisco Jabber, the following SRV (Service Resource Record) configuration is required on the DNS server:

1. SRV Entry: `_cisco-uds._tcp.<domain>`

* This record is used by Cisco Jabber for on-premises service discovery when connecting to the Cisco Unified Communications Manager (CUCM).

2. Port: 8443

* This is the default port used for Cisco UDS (User Data Service) over HTTPS.

3. Destination: `cucm.<domain>`

* The Fully Qualified Domain Name (FQDN) of the CUCM server.