# 642-467<sup>Q&As</sup>

Integrating Cisco Unified Communications Applications v8.0 (CAPPS v8.0)

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**QUESTION 1**

What is the next logical step in troubleshooting Cisco Unified Presence and Cisco Unified Personal Communicator in a live production environment if the Cisco Unified Presence System Troubleshooter and Server Health Tools do not help resolve the issue?

A. Restart the Cisco Unified Presence server.

B. Restart Cisco Unified Communications Manager.

C. Enable tracing and use Cisco Unified RTMT to review the traces.

D. Uninstall and re-install Cisco Unified Personal Communicator.

E. Reset the Presence Gateway.

Correct Answer: C

**QUESTION 2**

Which tool is helpful in obtaining Cisco Unified Personal Communicator log files that can be sent to Cisco TAC for troubleshooting assistance?

A. Cisco Unified RTMT

B. Cisco Unified Presence System Troubleshooter

C. Cisco Unified Presence Viewer

D. Problem Reporting Tool

E. Cisco Unified Personal Communicator Viewer

Correct Answer: D

**QUESTION 3**

What is the proper format of a custom auto-attendant prompt?

A. G.711 u-law, 8 kHZ, 8-bit, mono

B. G.711 a-law, 8 kHz, 16-bit, mono

C. G.711 a-law, 16 kHZ, 8-bit, stereo

D. G.729, 8 kHZ, 8-bit, mono

Correct Answer: A

**QUESTION 4**

When using IMAP to access voice-mail messages from Cisco Unity Express, which two of the following describe how messages are downloaded and what type of messages can be viewed? (Choose two.)

A. Messages are downloaded as email messages.

B. All voice-mail messages must be downloaded if Cisco Unity Express is being accessed from an IMAP client.

C. Voice-mail messages are downloaded as email attachments.

D. Subscribers can retrieve all types of voice-mail messages except private and broadcast messages.

E. Voice-mail messages are downloaded using the Cisco Unity Express IMAP client plug-in.

Correct Answer: CD

**QUESTION 5**

What are two tasks of a voice connector when processing outgoing messages? (Choose two.)

A. Convert the message from MAPI to MIME format.

B. Convert the message from MIME to MAPI format.

C. Format the To address by using the domain name and prefix that are specified on the corresponding VPIM delivery location page.

D. Remove the phone prefixes from the To and From addresses if prefixes are specified on the corresponding VPIM delivery location page.

Correct Answer: AC

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