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QUESTION 1

Which Internet Protocol (IP) telephony element is best categorized as a voice application component?

- A. private branch exchange (PBX)
- B. voice gateway
- C. IP telephone
- D. advanced audio conferencing software

Correct Answer: D

QUESTION 2

What is a typical obstacle that unsupported customers may experience?

- A. inability to escalate non-technical issues
- B. re-routing to outsourced technical support agents
- C. fewer priority level options
- D. lower priority in the call queue when escalating to the Cisco Technical Assistance Center (TAC)

Correct Answer: D

QUESTION 3

Which Cisco Internet Protocol (IP) telephony product or series provides standard call-processing services for Cisco IP client devices?

- A. Cisco VG248 Analog Phone Gateway
- B. Cisco IP Contact Center (IPCC)
- C. Cisco CallManager
- D. Cisco 6000 Series Multiservice Switches

Correct Answer: C

QUESTION 4

An essential element of Cisco development has been its leading role in advancing what network protocol?

- A. Asynchronous Transfer Mode (ATM)



- B. Serial Line Internet Protocol (SLIP)
- C. Point-to-Point Protocol (PPP)
- D. Internet Protocol (IP)

Correct Answer: D

QUESTION 5

What are two appropriate uses for Internet Protocol TV broadcasting (IP/TV) technology? (Choose two.)

- A. enabling online collaboration among research personnel
- B. enabling an interactive virtual classroom for sales personnel in remote locations
- C. delivering information about changes in health benefit enrollment to all personnel
- D. delivering a strategic business update from the CEO to all personnel

Correct Answer: CD

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