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**Nortel Unified Communications Solutions: Business &
Technology Fundamentals**

Q&A

DEMO Version

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Technical and Support Team
Chinatag LLC.

Question: 1

A company that is implementing unified communications (UC) has a mobile workforce that utilizes mobile end point devices such as PDA devices. Which security method will be needed to secure UC dialogue between the PDA devices?

- A. Authentication
- B. Encryption
- C. One time passwords
- D. RFID tagging and tracking

Answer: B

Question: 2

Which critical business application and/or process coupled with unified communication enablement can provide executive management with real-time financial information/data to make financially driven business decisions in real-time?

- A. customer service (CS)
- B. enterprise resource planning (ERP)
- C. customer relationship management (CRM)
- D. sales force automation (SFA)

Answer: B

Question: 3

Installation of Office Communications Server (OCS) 2007 requires the extension of the active directory domain services schema so that creation and configuration of objects in the Active Directory can take place. Which two active directory objects are necessary for OCS 2007 to operate? (Choose two.)

- A. home telephone number
- B. session initiation protocol (SIP) URI
- C. telephone extension number
- D. fully qualified domain name

Answer: B, C

Question: 4

A company has an existing traditional TDM PBX and wishes to implement a unified communications project. At the present time it is more feasible to add a second VoIP-enabled PBX into the existing configuration to complete the project rather than replace the existing system. To make this system work as designed, the company must purchase and configure which other piece of hardware for this solution?

- A. Router
- B. IP gateway
- C. New telephone sets
- D. This solution is not possible

Answer: B

Question: 5

Which unified communications application, when implemented, can successfully solve the time value of money business challenge for bank and financial institutions attempting to provide customers with faster loan approvals?

- A. self-service websites enabled with IM chat
- B. real-time unified messaging with key loan personnel
- C. reservation-less audio conferencing
- D. real-time collaboration with key loan personnel

Answer: D

Question: 6

In some cases IP gateways are required in a pure IP PBX environment. Where in the network would the IP gateway be placed, if one were required?

- A. between the IP PBX and the carrier
- B. between the IP call server and its associated gateways
- C. between the IP PBX and any firewalls
- D. an IP gateway is not required in a pure IP PBX solution

Answer: A

Question: 7

Given that several VoIP protocols have been used for communications between end-point devices, which protocol is versatile enough to act as the signaling protocol for mobile, fixed, and software-based end-point devices?

- A. MGCP
- B. SIP
- C. H.323
- D. SGCP

Answer: B

Question: 8

In an Office Communications Server (OCS) 2007 Enterprise Edition environment, which solution increases the availability of OCS 2007 services?

- A. deployment of a mediation server
- B. deployment of an archiving server
- C. deployment of edge servers
- D. deployment of a load balancing technology with the OCS 2007

Answer: D

Question: 9

When paired with a Communication Server 1000 PBX, the Microsoft Office Communicator client uses a feature called twinning or dual-forking. What is twinning?

- A. a type of conference call
- B. two telephones sharing a single extension number
- C. telephone set cloning
- D. two users sharing an extension number

Answer: B

Question: 10

Assuming the customer and all of the project team members are located in the same city, which unified communications enablement application can have the greatest impact on increasing the gross profit margin for a fixed-fee professional services project with multiple project team members?

- A. Real-time collaboration can provide faster group decision making, streamline project tasks and deliverables that are shared, and allow the project to be
- B. Audio and video conferencing can reduce the travel and expense overhead for fixed-fee professional services projects when team members must meet for
- C. Presence and availability can help increase productivity by identifying which project team members are reachable to answer immediate questions.
- D. IM Chat can provide real-time answers to immediate project questions to enhance productivity for the project team.

Answer: A