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Question 1

Question Type: MultipleChoice

A company is setting up B2B instant messaging capability using a secure client integrated into the on-premises Cisco communication platform. During the setup, the engineer discovers that external Usages from other businesses do not seem to reach the Cisco Expressway for instant messaging, but B2B calling seems to be working Internal chat between clients and chat toward clients is king m home offices using Mobile and Remote Access The engineer verified that the correct ports have been configured on the Cisco ASA, and the firewall rules on the expressway show no cation of any traffic What is the cause of the issue?

Options:

- A- The XMPP service is not activated on the Cisco Expressway
- B- The Cname record for XMPP is not configured or is misconfigured.
- C- The SRV record for XMPP is not configured or is misconfigured.
- D- The XMPP service is not running under services in Cisco IM and Presence Server

Answer:

C

Explanation:

In Business-to-Business (B2B) instant messaging using Cisco Expressway, SRV records are crucial for external users to discover and connect to the correct XMPP service. The fact that B2B calling works but not instant messaging points towards a service discovery issue specific to XMPP.

SRV records for XMPP: Typically, the domain would have an SRV record like 'xmpp-client.[invalid URL removed]' pointing to the Expressway.

Question 2

Question Type: MultipleChoice

Which type of protocol is OAuth 2.0?

Options:

- A- single sign-on
- B- authorization
- C- accounting
- D- authentication

Answer:

B

Explanation:

OAuth 2.0 is an open-standard authorization framework. Its primary function is to allow users to grant limited permissions to applications or third-party services to access their resources without sharing their primary credentials (username and password).

Not Primarily for Authentication: While OAuth 2.0 can indirectly be involved in authentication by indicating a user's identity, its core function is authorization.

Question 3

Question Type: MultipleChoice

Collaboration engineer is troubleshooting a Cisco Jabber for Windows client issue. The end user reports that they cannot control their desk phone from the Cisco Jabber client. Which action must the engineer take to verify the service connections of the Cisco Jabber client?

Options:

- A- Click Help and click Show Connection Status
- B- Click Help and click XML settings
- C- Click XML settings and click Help
- D- Click TFTP settings and click Help

Answer:

A

Explanation:

To troubleshoot desk phone control issues in Cisco Jabber for Windows, the 'Show Connection Status' option provides essential information about the Jabber client's connection to services like Cisco UCM:

Displays status of services: Shows the status of CTI, TAPI, and other connections needed for desk phone control.

Troubleshooting information: Can highlight if there are any connectivity issues or failures that would explain the problem.

Cisco Jabber for Windows Documentation: This should have a section on troubleshooting and may mention the 'Show Connection Status' feature.

Question 4

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Explanation:

Within Cisco Unity Connection call handlers, the 'caller input settings' section determines whether callers can transfer out of the current call handler and potentially to other destinations. This section allows you to configure:

Transfer Keys: Defines specific keys callers can press to initiate transfers

Transfer Destinations: Determines where calls can be transferred (extensions, other call handlers, voicemail, etc.)

Cisco Unity Connection Administration Guide: Look for the 'caller input settings' and 'call handler configuration' sections, which should outline how to enable and configure caller-initiated transfers.

Question 5

Question Type: DragDrop

An administrator configures the Cisco Unity Connection call routing table to ensure that Unity Connection plays a legal disclaimer to all direct callers. Drag and drop the steps from the left into order on the right to start the process to ensure that callers hear the message entirely before proceeding to the destination. Not all steps will be used.

Create a new call handler	Step 1
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Enable the alternate greeting	Step 2
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Add a new direct call routing rule to send all direct calls to the new call handler	Step 3
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Assign the message as the alternate greeting	Step 4
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Question 6

Question Type: Multiple Choice

Configure the alternate greeting to ignore caller input during the greeting

Configure the alternate greeting to ignore caller input during the greeting

administrator is importing users into Cisco Unity Connection from Cisco UCM. Several user accounts do not appear on the list after the Import Users process is selected Which situation causes this ..?

Options:

- A- The primary extension is not selected
- B- The extension in the telephone number field is missing
- C- The users are not members of any groups
- D- The users have multiple controlled devices.

Answer:

B

Explanation:

The primary reason Cisco Unity Connection's 'Import Users' process might fail to display certain users is a missing extension in the telephone number field within Cisco UCM. Cisco Unity Connection uses this extension field to associate users with their Unity Connection mailboxes.

Question 7

Question Type: MultipleChoice

Administrator added a group of new users to the organization. The administrator also just finished configuring the Cisco Unified IM and Presence Service with calendar integration for Microsoft change. Which two actions must be taken to ensure that these new users are configured to log in to Osco Jabber and receive calendar presence? (Choose two.)

Select the "include meeting information in presence" check box

Options:

- A- Ensure that each user logs in to Jabber and selects 'Microsoft Outlook' in the Calendar Integration section of the Jabber client settings
- B- Perform full sync of the LDAP directory
- C- Add the feature group template to LDAP sync.
- D- Select the 'enable user for Cisco UCM IM and Presence' check box

Answer:

B, D

Explanation:

To ensure new users are both configured for Cisco Jabber login and have calendar presence after configuring IM & Presence with calendar integration:

B) Perform full sync of the LDAP directory: This will pull the new user information from your directory service (e.g., Active Directory) into Cisco UCM and IM & Presence.

D) Select the 'enable user for Cisco UCM IM and Presence' check box: In Cisco UCM, this enables the IM & Presence functionality for specific users.

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