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Exam : **920-181**

Title : CallPilot RIS.5.0
Engineering

Version : DEMO

1. A customer is setting up CallPilot messaging and wants the system to be as secure as possible. Which two statements about CallPilot are true? (Choose two.)

- A. CallPilot supports encryption and authentication for communications with the CallPilot server.
- B. The CallPilot administrator configures the mail boxes to restrict the PC playback of messages.
- C. CallPilot desktop messaging could be configured to send SNMP traps to Network Management Systems (NMS).
- D. CallPilot uses the Audio Messaging Interchange Specification (AMIS) protocol to work with other voice messaging systems through the Internet.

Answer: AB

2. The CallPilot Alternate User Interface (AUI) provides users an alternative choice to the standard CallPilot telephone set interface. Which two statements are true regarding the AUI? (Choose two.)

- A. Quick reference cards are available to train users.
- B. AUI Alternate Command interface have the full set of the CallPilot functions.
- C. AUI Alternate Command interface must be enabled for all users on the CallPilot.
- D. AUI helps minimize the re-training of the users who are experienced with other manufactures' telephone set interfaces.

Answer: AD

3. A customer is considering using Voice Forms to handle customer responses to surveys. Which two are true about the Voice Forms feature? (Choose two.)

- A. The feature requires a keycode.
- B. The feature does not require a keycode.
- C. The feature requires Speech Recognition Channels.
- D. The feature is an application within Application Builder.

Answer: AD

4. CallPilot provides many advantages for messaging that potential customers may want to consider. Which two statements are true regarding CallPilot Unified Messaging? (Choose two.)

- A. Unified messaging is installed on the customers email server.
- B. Messaging must be downloaded and accessed only when connected to the network.

- C. The computer's speaker and microphone or a telephone set can be used to play and record offline.
- D. Unified Messaging provides a single interface to access and manage voice, fax, and email messaging.

Answer: CD

5. CallPilot Email-by-Phone users can listen to email messages over the telephone. Which speech command is used by the end user to do this?

- A. change list
- B. play messages
- C. return to speech
- D. remote notification

Answer: A

6. A company wants to create a unified image in the customized voice applications across all their CallPilot systems. Which two statements are correct about Application Builder? (Choose two.)

- A. Through dial services cannot be customized.
- B. Customized voice items can be reused in multiple applications.
- C. Customized voice items can be imported in WAV and VBK formats.
- D. Customized voice items can be imported in WAV and MPEG formats.

Answer: BC

7. A hospital wants to provide voice mailboxes to every nurse and doctor. However, most of these workers share a common Directory Number (DN) with many co-workers, since they move in and out of rooms throughout the day. What is the maximum number of mailboxes that can be associated with a single DN?

- A. 7
- B. 8
- C. 9
- D. 10

Answer: C

8. The customer has a large sales force and wants to provide Speech Recognition for their traveling employees. Which two CallPilot features need to be considered when engineering the Speech Recognition Channels? (Choose two.)

- A. Outcalling
- B. Email-by-Phone
- C. Fax on Demand
- D. Speech Activated Messaging (SAM)

Answer: BD

9. Which two options are available to My CallPilot users in CallPilot RIs. 5.0? (Choose two.)

- A. change personal voice greetings
- B. change personal distribution lists
- C. change Auto Login Directory Number (DN)
- D. change Message Waiting Indicators (MWI) DN

Answer: AB

10. CallPilot uses Multimedia Processing Units (MPU) as an engineering guide to support three type of channels. A customer is planning for 24 voice channels, two fax channels and four speech recognition channels. Which two statements are true? (Choose two.)

- A. You need four MPUs for fax channels.
- B. You need 16 MPUs for speech recognition channels.
- C. You need eight MPUs for speech recognition channels.
- D. The Multimedia Processing Board (MPB) provides 16 MPUs.

Answer: AB