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Exam : **CT0-101**

Title : Convergence+ Certification Exam

Version : DEMO

1. A user is complaining that during calls the remote caller's voice intermittently cannot be heard. Which of the following is the MOST likely cause?

A. Network to Public Switched Telephone Network (PSTN) impedance is mismatched

B. Network packet drops on the receivers side of the conversation

C. Network jitter is above acceptable limits on the round trip path

D. Network packet drops on the transmitting side of the conversation

Answer: B

2. Which of the following BEST describes a network bottleneck?

A. A router with multiple WAN links.

B. A switch that is underutilized.

C. A network with multiple switches.

D. A router that is receiving more information than it can process.

Answer: D

3. Which of the following is true about jitter?

A. Jitter is caused by insufficient network capacity.

B. Jitter is the variation in time between the arrival of voice packets.

C. Jitter can only be solved by using prioritization techniques.

D. Jitter is caused by endpoints.

Answer: B

4. Which of the following protocols can be used in scripting call flows in an Interactive Voice Response (IVR)?

A. HTML

B. HTTP

C. XML/VXML

D. TCP/IP

Answer: C

5. Which of the following codecs would a technician configure on the VoIP server to match the voice quality of a regular Public Switched Telephone Network (PSTN) call on a VoIP phone?

A. G. 729

B. G. 732

C. G. 722

D. G. 711

Answer: D

6. Which of the following BEST describes the functionality of a gateway? (Select TWO)

A. A device or software program that provides the central point of functionality for all VOIP calls.

B. A device or software program that provides a proxy between two systems with incompatible technologies.

C. A device or software that navigates packets between the enterprise network and the internet.

D. A device or software that connects networks that use different protocols.

E. A device that protects against security breaches from external networks.

Answer: BD

7. A company has a contact center with thousands of distributed agents, skill-based routing, multiple hunt groups, CTI and desktop screen pops. Management wants detailed reports about call volume and hunt group activity within the contact center. Which of the following provides this level of detail?

A. Service Provider Multiplexer statistics

B. PBX call detail records

C. Automatic Call Distribution (ACD) reports

D. CTI server traffic reports

Answer: C

8. The voicemail system is configured to send email alerts when new voicemails are left for users. Users are complaining they are receiving voicemails but stopped receiving email alerts. Which of the following is the MOST likely cause of the issue?

A. Port 53 is not functioning on the email server.

B. Port 21 is not functioning on the voicemail server.

C. Port 25 is not functioning on the email server.

D. Port 63 is not functioning on the voicemail server.

Answer: C

9. Which of the following is the data rate of a BRI D channel?

A. 16 Kbps

B. 24 Kbps

C. 32 Kbps

D. 64 Kbps

Answer: A

10. All the following are correct about Unified Messaging EXCEPT:

A. a user can setup a voice conference on demand.

B. unified messaging is the integration of e-mail, fax and voicemail.

C. a user can forward their voicemail in form of e-mail.

D. a user can receive a fax in their e-mail.

Answer: A

11. A company is considering a telephony solution for their branch offices that is low-cost, easy to deploy and easy to manage. Which of the following is the BEST reason for the company to investigate SIP?

A. SIP is natively meant for small deployments, yet not scalable for large deployments.

B. SIP is natively standard, and is mature enough not to change.

C. SIP is natively peer-to-peer, needing no infrastructure to run in simple environments.

D. SIP is natively secure, and is not at risk of hacking or denial of service.

Answer: C

12. A technician is rolling out IP softphones in phases to telecommuters. During the pilot and initial production deployment, no problems were noted. But after a major increase in the number of remote users, all callers begin to complain of voice quality issues, while main site users experience no issues. Which of the following should the technician investigate? (Select TWO)

A. Network Address Translation (NAT) configurations

B. Firewall port and CPU utilization

C. IP PBX port and CPU utilization

D. Bandwidth utilization on Internet circuit

E. Softphone QoS settings

Answer: BD

13. Which of the following devices has to be connected to every user of an H. 323 conference?

A. Media Gateway Controller

B. Gatekeeper

C. Terminal

D. Multipoint Control Unit (MCU)

Answer: D

14. Which of the following network topologies would make it possible for a remote site to continue to communicate during a complete main site outage?

A. Frame Relay network

B. Stub network

C. Hub and Spoke network

D. Meshed network

Answer: D

15. Identify the components needed for a softphone end-point: (Select THREE)

A. PC

B. USB drive

C. Analog phone

D. Microphone

E. Sound card

F. Network cable

Answer: ADE

16. A technician is responsible for sending a training video to a potential client for review, the technician must identify this videos ownership without impairing the functionality to the viewers. Which of the following forms of data security is this referred to as?

A. Root Kit

B. Public Key Encryption

C. Content Scramble System (CSS)

D. Watermarking

Answer: D

17. An IP softphone user is complaining of an echo on external calls. Which of the following is MOST likely the cause?

A. Headset speaker is too close to the microphone.

B. Routers are introducing feedback.

C. Sidetones are not being filtered.

D. The soundcard volume is set too low.

Answer: A

18. Which of the following is necessary in order to have internet connectivity to multiple Internet Service Providers (ISP)?

A. BGP-4

B. RIP

C. IS-IS

D. OSPF

Answer: A

19. The mapping of internet service addresses to E. 164 numbering is addressed by:

A. ENUM.

B. SNMP.

C. CDR.

D. SS7.

Answer: A

20. Which are the following are the reasons why the wire pairs in CAT5 cables are twisted? (Select TWO).

A. Twisting eliminates electric interference from adjacent wires.

B. Twisting distributes electric interference evenly to both wires.

C. Twisting provides additional tensile strength to the cable.

D. Twisting eliminates cross-talk between adjacent pairs.

E. Twisting minimizes the contact area of adjacent wires to sources of interference.

Answer: BE