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Q&A

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Exam : **920-183**

Title : Callpilot RIS.5.0 System Administrator

Version : DEMO

1. After installing CallPilot Desktop Messaging, an end user needs to retrieve the messages from the CallPilot mailbox. Which protocol enables desktop messaging clients to retrieve messages from the CallPilot server?

A. Simple Mail Transfer Protocol (SMTP)

B. Internet Message Access Protocol (IMAP)

C. Lightweight Directory Access Protocol (LDAP)

D. Simple Network Management Protocol (SNMP)
Answer: B

2. CallPilot Desktop Messaging clients at a company are unable to send messages from the desktop interface. Which messaging protocol must be configured to enable this capability?

A. Simple Mail Transfer Protocol (SMTP)

B. Internet Message Access Protocol (IMAP)

C. Lightweight Directory Access Protocol (LDAP)

D. Simple Network Management Protocol (SNMP)
Answer: A

3. After a user attempts to launch an Email-By-Phone session by pressing 8-9, the system responds by stating that the message list is empty and returns the user to CallPilot messages. What is a possible cause for this scenario?

A. The message list on the email server is empty.

B. The user has an incorrect user ID or password.

C. The Email-By-Phone feature is not enabled for this user.

D. The email address is entered incorrectly in the mailbox properties.
Answer: A

4. You are implementing the Outlook Single Inbox feature at your company. The IT team asks you how this feature affects the Exchange Server. Which information will you share to answer their question?

A. The original CallPilot message and all copies are transferred to the Exchange Server.

B. Synchronization between the Exchange Server and the CallPilot Server occurs even when CallPilot is not running.

C. Copies of users' CallPilot messages are saved to the Exchange Server. The original messages reside on the CallPilot server.

D. Desktop Messaging synchronization does not require that Microsoft Outlook be actively running on the user's computer.

Answer: C

5. CallPilot administrators can provide centralized control of desktop options. Which two are configurable services for Desktop and Web Messaging? (Choose two.)

A. fax printing

B. desktop playback

C. address book location

D. creation of a revert directory number
Answer: BC

6. You are installing the Messaging Waiting Indication (MWI) icon for Desktop Messaging and My CallPilot users. Which statement about the MWI icon feature is true?

A. You can install the MWI software by using only the desktop client installer.

B. You can install the MWI software by using only the standalone desktop player.

C. You can install the MWI software by using the desktop client installer or the standalone desktop player.

D. You cannot download the MWI software from My CallPilot. You must download from Desktop Messaging.
Answer: C

7. A customer wants to implement a User Privacy Option for all My CallPilot users. How can the administrator let the users self-administer the privacy option?

A. In the Mailbox settings of Security Administration, deselect Name Dialing and Name Addressing.

B. In the Name Dialing settings of the Messaging Management page, deselect Name Dialing and Name Addressing.

C. In the Privacy and Blocking settings of the User Creation Template, deselect Name Dialable by External Callers.

D. In the Desktop and Web Messaging Configuration settings of the Mailbox Class Details page, select Allow User to Hide Entry in Address Book.
Answer: D

8. The performance and capabilities for Remote Notification are important for both the system administrator and the user. Which two statements about configuring Remote Notification are true? (Choose two.)

A. The schedule is defined in the mailbox class.

B. It can be set up with telephone keypad commands.

C. It can be configured for up to three target Directory Numbers (DNs).

D. It allows only a specific number of retries before notification is turned off.
Answer: BD