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QUESTION: 1

An administrator with the appropriate access level can use the CallPilot Manager Backup and Restore functionality. Which statements about the Backup and Restore function are true? (*Choose three.*)

- A. It can save system security settings.
- B. It can use archives to save switch data.
- C. It can save data to server tape or to a disk.
- D. It can restore customized prompts from a prompt archive.
- E. It can restore individual mailboxes from a system backup.

Answer: A, C, D

QUESTION: 2

The administrator will use Application Builder to design an application so callers will have a choice between billing and accounts receivable. The system has six blocks in the Basic Block Palette which will be used. Which three blocks from the Basic Block Palette are available? (*Choose three.*)

- A. Start
- B. Begin
- C. Call Transfer
- D. Announcement
- E. Language Select

Answer: C, D, E

QUESTION: 3

A customer wants you to set up a custom application that states, "Welcome to the arboretum's fax hotline. Please select from one of the following two options. To receive a map to the arboretum, press 1; to receive a fax of the Fall Foliage Program schedule of events, press 2." Which action should you take when adding the fax items for selection from the menu?

- A. Enter both fax items into a single Fax Select Block.
- B. Configure a separate Fax Select Block for each fax item.
- C. Configure an Express Fax Messaging Block for each fax item.
- D. Configure a separate Multimedia Messaging Block for each fax item.

Answer: B

QUESTION: 4

A hair salon requests that you create an application for answering the phone and directing calls to a hair stylist of the caller's choice. The salon closes on the following holidays: New Year's Day, Independence Day, and Christmas Day. How do you create the application so CallPilot plays the appropriate "closed" announcement, beginning on each holiday at 12:01 a.m. through 9 p.m.?

- A. Configure a Date Control block by enabling "Check for holidays" in the Parameters tab, enable "Holiday" in the Outputs/Notes tab, and define the time in the Time Control block. The Date Control block's "Holiday" output must connect to an announcement block.
- B. Configure a Day Control block by enabling "Check for holidays" in the Parameters tab, enabling "Holiday" in the Outputs/Notes tab, and then defining the holiday schedule in the Time Control block. The Time Control block's "Holiday" output must connect to an announcement block.
- C. Configure the time schedule in the Time Control block properties, enable "Check for Holidays" in the Outputs/Notes tab, and connect the Time Control block's "Holiday" output to an announcement block. Define the holiday schedule in the CallPilot Manager's Holidays Properties page.
- D. Configure a Day Control block by enabling "Check for holidays" in the Parameters tab, enabling "Holiday" in the Outputs/Notes tab, and connecting the Day Control block's "Holiday" output to an announcement block. Define the holiday schedule in CallPilot Manager's Holidays properties page.

Answer: D

QUESTION: 5

A mailbox class defines the mailbox capabilities for a number of users, and a change to a setting in a mailbox class affects all members of that mailbox class. Which two options are affected by changes made to the Mailbox class of service? (*Choose two.*)

- A. The pre-installed mailbox classes provided by CallPilot cannot be customized.
- B. Mailbox owners can receive email notification from only specific communication devices.
- C. External Call Sender RPL determines whether a CallPilot user can call back the sender of a message .
- D. If the user surpasses the mailbox storage limit, the user hears a message that the mailbox is full, and what they can do.

Answer: C, D

QUESTION: 6

An administrator CANNOT login to CallPilot Manager from the login web page. You have confirmed that they are entering their correct mailbox number and password and that their mailbox is NOT disabled. However, they still cannot login. Which of the following should you check?

- A. The user's PC is running Internet Information Server (IIS).
- B. The Server field contains the correct server name for the CallPilot system.
- C. The Location field contains the correct server name for the CallPilot system.
- D. The Secure Sockets Layer (SSL) option is turned on because passwords can only be passed over SSL.

Answer: B

QUESTION: 7

A user has recently added a second mailbox link in My CallPilot and wishes to use the email-by-phone feature with it. However, after logging into the mailbox, the user is only able to listen to the messages from the original email account. What can the user do to hear messages from the second mailbox account?

- A. Enable the email account for email-by-phone in My CallPilot.
- B. The class of service for the second email account must allow email-by-phone.
- C. The class of service for the mailbox must allow multiple email-by-phone accounts.
- D. Dial 89 or say 'Change list' after logging into CallPilot to get to the second email account.

Answer: A