



920-807

Nortel Unified Communications Solutions: Business & Technology Fundamentals

Exam number/code: 920-807

Exam name: Nortel Unified Communications Solutions: Business & Technology Fundamentals

Questions & Answers: 56 Q&A

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Question 1:

The ability of an attacker to capture a media stream of an active session and record it for later playback is referred to what?

- A. social engineering
- B. eavesdropping
- C. message interception
- D. denial of service

Answer: B

Question 2:

Click on the Exhibit button. An outside sales organization wants to assess whether or not to conduct a unified communications (UC) enablement pilot project and decides to conduct a preliminary UC financial ROI model using the Forrester Consulting Business Value Tool v1.5. The calculation of the financial ROI model provided the financial KPI and ROI analysis results shown in the exhibit. Given the financial ROI and financial KPIs, what impact would an increase in the total NPV of Costs have if an additional \$75,000 was needed to support the hiring of a consultant to perform the systems integration tasks?

Exhibit:

Three Year ROI and Payback Summary		
	Non-Risk Adjusted Estimate	Risk Adjusted Estimate *
Return on Investment (ROI)	273%	204%
Payback period (months)	7	9
Total NPV of Costs	\$145,841	\$145,841
Total NPV of Benefits	\$576,035	\$467,508
Total NPV	\$398,328	\$297,840
Internal Rate of Return (IRR)	177%	138%

* The risk adjusted estimate is used as a conservative approach given that the accuracies of the cost elements and costs savings had a "medium" confidence level from the CFO.

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- A. the increase in NPV of Costs will decrease the Payback Period in months
- B. the increase in NPV of Costs will increase the Payback Period in months
- C. the increase in NPV of Costs will increase the Total NPV
- D. the increase in NPV of Costs will increase the Total NPV of Benefits

Answer: B

Question 3:

Which VoIP protocol was introduced to specifically handle security aspects of the original H.323 protocol?

- A. H.225
- B. H.450
- C. H.235
- D. SIP

Answer: C

Question 4:

In some cases IP gateways are required in a pure IP PBX environment. Where in the network would the IP gateway be placed, if one were required?

- A. between the IP call server and its associated gateways
- B. between the IP PBX and the carrier
- C. between the IP PBX and any firewalls
- D. an IP gateway is not required in a pure IP PBX solution

Answer: B

Question 5:

When making a decision to deploy a multi-vendor unified communications enabled solution using SIP, what should the enterprise IT support teams do in preparation for the project?

- A. Fully test the solution for interoperability.
- B. Request that all vendors adhere to strict common standards.
- C. Look for open source tools to manage the solution.
- D. Ask management to consider a single vendor.

Answer: A

Question 6:

In an Office Communications Server (OCS) 2007 Enterprise Edition environment, which solution increases the availability of OCS 2007 services?

- A. deployment of a mediation server
- B. deployment of an archiving server
- C. deployment of a load balancing technology with the OCS 2007
- D. deployment of edge servers

Answer: C

Question 7:

A unified communications enabled company uses VoIP and instant messaging that employs the Session Initiation Protocol (SIP). SIP is somewhat lacking in security features but one way to protect the data is to use a form of encryption. Which type of encryption is typically used with SIP?

- A. Transport Layer Security
- B. Transport Layer Signaling
- C. VPN
- D. Third party applications

Answer: A

Question 8:

A hospital intensive care unit (ICS) decides to implement enhanced patient care services through unified communications enablement using real-time presence, availability, IM Chat, audio/video conferencing, and collaboration solutions. Which solution can be used to find a key medical specialist or medical team member in real-time?

- A. presence and availability
- B. unified messaging with voice mail integrated with email
- C. audio conferencing
- D. SMS text messaging to the targeted individual

Answer: A

Question 9:

Which security layer in a layered defense strategy would contain measures to lockdown systems in case an employee leaves?

- A. end-user policy-based security layer
- B. service-base security layer
- C. application-based security layer
- D. broad-based security layer

Answer: A

Question 10:

Consider the business process associated with the business requirement it is meant to address in the options below. Which combination of business requirement and process will deliver the best use of a unified communications (UC) solution?

- A. streamlined loan approval time
- B. first call problem resolution
- C. requires automated attendant to find personnel based on the expertise required
- D. shortened sales cycle time
- E. requires user generated requests for loan applications and automatic email generation to loan approval team
- F. requires medical team presence/availability, VoIP, and collaboration to support patient services
- G. requires a receptionist to route calls to the appropriate sales professional
- H. real-time access to medical specialists

Answer: A

Question 11:

Installation of Office Communications Server (OCS) 2007 requires the extension of the active directory domain services schema so that creation and configuration of objects in the Active Directory can take place. Which two active directory objects are necessary for OCS 2007 to operate? (Choose two.)

- A. session initiation protocol (SIP) URI
- B. fully qualified domain name
- C. telephone extension number

D. home telephone number

Answer: A,C

Question 12:

Assuming the customer and all of the project team members are located in the same city, which unified communications enablement application can have the greatest impact on increasing the gross profit margin for a fixed-fee professional services project with multiple project team members?

- A. Presence and availability can help increase productivity by identifying which project team members are reachable to answer immediate questions.
- B. Audio and video conferencing can reduce the travel and expense overhead for fixed-fee professional services projects when team members must meet for
- C. IM Chat can provide real-time answers to immediate project questions to enhance productivity for the project team.
- D. Real-time collaboration can provide faster group decision making, streamline project tasks and deliverables that are shared, and allow the project to be

Answer: D

Question 13:

In the review and validation steps of a unified communications proof-of-concept scope of work document, which task should be completed first?

- A. Calculate the financial return on investment (ROI) benchmarks.
- B. Measure key performance indicators (KPI) for reporting purposes.
- C. Create upper management reporting templates.
- D. Create a monthly project assessment template to collect UC project data points.

Answer: D

Question 14:

An online retailer has decided to pursue unified communications (UC) enablement on its public website based on a study which shows that reducing the sales cycle time will increase customer satisfaction. This will create positive word of mouth advertising and ultimately boost sales numbers. What would be the expected financial impact of this decision?

- A. Positive. The faster sales increase, the faster revenue is realized, due to the time value of money.
- B. Negative. Unified communications enablement is extremely costly to implement.
- C. Negative. The return on investment for customer satisfaction is impossible to calculate.
- D. Positive. Unified communications enablement would be expected to increase profit margin.

Answer: A

Question 15:

A large call center is using a Session Initiation Protocol (SIP) based VoIP infrastructure to allow its agents to work from home. All agents use Virtual Private Network (VPN) clients to connect to the company network and register their softphones after the VPN connection is made. What other security practice should the company implement for home-based staff?

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- A. Purchase high end home Internet routers for its employees.
- B. VPN alone is sufficient for this scenario.
- C. Limit and closely monitor software that is installed on all company devices.
- D. Purchase additional Internet proxy devices and firewalls.

Answer: C

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