

# Easy CramBible Lab



**74-675**

**Microsoft@ Response  
Point, Configuring**

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**THE TOTAL NUMBER OF QUESTIONS IS 55****QUESTION NO:1**

You have a Microsoft Response Point system with Service Pack 1 (SP1). You install the Respon activities can you perform at the same time that you are using the Assistant? (Choose two.)

- A. place a call on hold
- B. retrieve a parked call
- C. dial a contact
- D. disconnect a call

Answer:BC

**QUESTION NO:2**

You have a Microsoft Response Point system with Service Pack 1 (SP1). The system uses analog lines to connect to the phone company. Which two terms are used to refer to analog lines? (Choose two.)

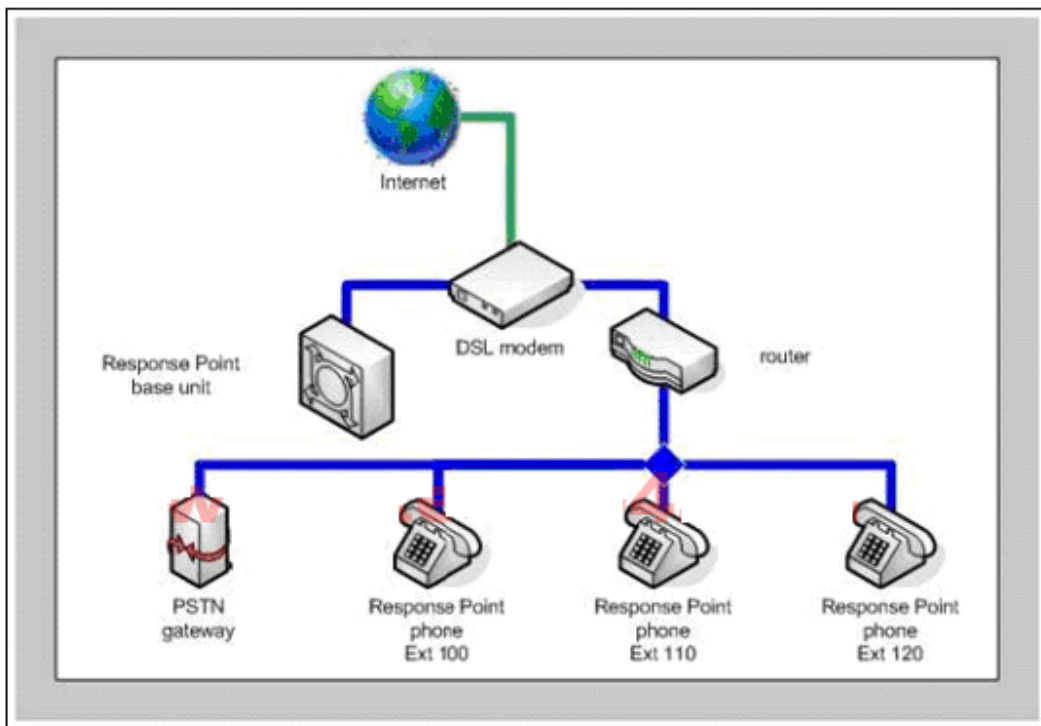
- A. Public Switched Telephone Network (PSTN)
- B. Analog Telephone Adapter (ATA)
- C. Plain Old Telephone Service (POTS)
- D. Internet Telephony Service Provider (ITSP)

Answer:AC

**QUESTION NO:3**

You are installing a Microsoft Response Point system with Service Pack 1 (SP1). You co devices in the diagram are improperly located on the network?

- A. PSTN gateway
- B. base unit
- C. Phones
- D. router



Answer:B

#### QUESTION NO:4

You have a Microsoft Response Point system with Service Pack 1 (SP1). Which three statements are characteristic of the Response Point base unit? (Choose three.)

- A. The base unit has a CD-ROM drive
- B. The base unit has a network interface card (NIC).
- C. The base unit has a universal serial bus (USB) port.
- D. The base unit is where the Response Point Assistant software is installed.
- E. The base unit is where the Response Point Administrator software is installed.
- F. The base unit communicates with the phones by using Voice over Internet Protocol (VoIP).

Answer: BCF

#### QUESTION NO:5

You have a Microsoft Response Point system with Service Pack 1 (SP1). You need to ensure that the company president's name is not listed in the Response Point Automated Receptionist directory. Which two software components can you use to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

- A. Active Directory Users and Computers
- B. Response Point Administrator
- C. Response Point Assistant
- D. Microsoft Office Outlook Contacts

Answer:BC

#### QUESTION NO:6

You have a Microsoft Response Point system with Service Pack 1 (SP1). You install the Response Point Assistant on your desktop computer. There is one parked call on the system. You need to retrieve the parked call. What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

- A. Press the Hold button twice on the phone.
- B. Use the Assistant to select the parked call from the Parked Calls menu.
- C. Use the microphone on your computer and say Retrieve parked call.
- D. Pick up your phone, press the Blue button, and say Retrieve parked call.

Answer:BD

#### QUESTION NO:7

Which two phone services are natively supported voice services for a Microsoft Response Point system with Service Pack 1? (Choose two.)

- A. analog phone service
- B. T1 Primary Rate Interface (PRI) phone service
- C. Voice over IP (VoIP) phone service
- D. ISDN Basic Rate Interface (BRI) phone service

Answer:AD

**QUESTION NO:8**

You have a Microsoft Response Point system with Service Pack 1 (SP1). You install the Response Point Assistant on your desktop computer. You information to Response Point. Which three phone numbers can be stored for each contact? (Choose three.)

- A. Work
- B. Work 2
- C. Mobile
- D. Home
- E. Fax

Answer:ACD

**QUESTION NO:9**

You are training a customer in the use of his Microsoft Response Point system with Service Pack 1 (SP1). Which three statements describe the Hold features? (Choose three.)

- A. Park is initiated by pressing the Response Point button.
- B. Hold is initiated by pressing the Response Point button.
- C. Response Point plays customizable music to a call on Park.
- D. Response Point plays customizable music to a call on Hold.
- E. A call on Park can be retrieved from any phone.
- F. A call on Hold can be retrieved from any phone.

Answer:ACE

**QUESTION NO:10**

You have a Microsoft Response Point system with Service Pack 1 (SP1). You need to the time that they receive a call. What should you do?

- A.Instal the Response Point Status Monitor on all users desktop computers.