

7 CME Telephony Features

Name of a configuration that rings a collection of phones, all together or sequentially based on things like longest idle

The help-desk is unable to transfer a customer to an outside vendor and must tell the customer to dial it themselves. Why?

Where are MOH (Music on Hold) songs stored?

What kind of files are used for MOH songs?

Directory Entries

How access the local directory from a Cisco IP phone

What is the default sort order

Add a manual directory entry

Put a user's name in the local directory for all DN's assigned to that user's phone

Change directory sorting options

Call Forwarding

How forward calls from phone to a number

How forward calls to voicemail from a phone

Cancel call forwarding from a phone

CCP Menu to forward calls in CME

Call Transfer

Transfer method that requires a second line

Transfer method that needs only one line

How transfer a call from a phone

If you talk to the transfer recipient to introduce the caller, how do you get out of the call?

In CCP, which menu is used to allow transfers to non-long-distance numbers

Call Park

<p>Create a CME parking slot in CCP</p> <p>How can a user park a call from a phone?</p> <p>How can a user park a call in a specific slot from a phone?</p> <p>How pick up the most recently parked call from a phone?</p> <p>Two ways to pick up a call in a specific slot from a phone?</p>	<ul style="list-style-type: none">••
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Call Pickup

<p>How pickup a call on a specific ringing phone (aka Directed Pickup)?</p> <p>How pickup call from a ringing phone in own pickup group (Local Group Pickup)?</p> <p>How pickup call from a ringing phone in another pickup group?</p> <p>Create a call pickup group in CCP</p>	
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Intercom & Paging

<p>Create an intercom in CCP</p> <p>Create a paging number in CCP</p> <p>Create a paging number that actually pages several paging numbers</p>	
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Call Accounting & After-Hours Lockdown

<p>Call information that can be logged to a router's RAM, a Syslog server, or both</p> <p>How can a user add an accounting code to a call's log during a call (including ringing)</p> <p>Define after-hours permissions in CCP</p>	
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Extension Mobility

<p>Purpose / Functionality</p> <p>What needs to be created for each phone that is to participate in EM?</p> <p>What needs to be configured for each user who will participate in EM?</p>	
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Single Number Reach

How can a user transfer a call to their cell phone during a call
From their deskphone, how can a user grab a call back from their cell phone
In CCP, menu to set up single number reach

Hunt Groups

Name of the phone number that someone dials to reach any of a group of phones
CCP menu to set up a hunt group
Not a hunt group—What CCP menu to put the same DN on two different phones.?

Night Service

CCP Menu to define “after hours”
Tell an extension what should happen to its calls after hours, either allow night service phones to pick up its calls or forward them to a particular number
Tell night service to ring a particular phone

Notes:

Command line omitted for Call Transfer, Call Park, Call Pickup, Call Forwarding