Name of a configuration that rings a collection of phones, all together or sequentially based on things like longest idle	Hunt Group
The help-desk is unable to transfer a customer to an outside vendor and must tell the customer to dial it themselves. Why?	By default, Cisco doesn't allow transfers outside its own local management to prevent toll fraud.
Where are MOH (Music on Hold) songs stored?	Router flash
What king of files are used for MOH songs?	Preformatted with codec (G.711 or G.729)

Directory Entries

How access the local directory from a Cisco IP phone	Button [Directory]
What is the default sort order	First name ascending
Add a manual directory entry	UC → Telephony Features → Directory Services
Put a user's name in the local directory for all DNs assigned to that user's phone	UC → Users, Phones & Extensions → Phones & Users (User tab) (the user name is automatically associated with all DNs under the "Phone" tab)
Change directory sorting options	UC → Advanced Telephony Settings (tab: System Config)

Call Forwarding

How forward calls from phone to a number	Softkey [CFwdAll] (phone beeps twice) Enter a number and the # key
How forward calls to voicemail from a phone	Softkey [CFwdAll] Button [Messages]
Cancel call forwarding from a phone	Softkey [CFwdAll]
CCP Menu to forward calls in CME	UC → Users, Phones & Extensions → Extensions [edit] (advanced tab)

Call Transfer

Transfer method that requires a second line	Consult
Transfer method that needs only one line	Blind
How transfer a call from a phone	Softkey [Trnsfer] (new dial tone) dial the number
If you talk to the transfer recipient to introduce the caller, how do you get out of the call?	Hit the softkey [Trnsfer] again
In CCP, which menu is used to allow transfers to non-long-distance numbers	UC → Advanced Telephony Settings (Transfer Patterns tab)

Call Park

Create a CME parking slot in CCP	UC → Telephony Features → Call Park [Create…]
How can a user park a call from a phone?	Softkey: [Park]
How can a user park a call in a specific slot from a phone?	Transfer the call to that slot (it's just a special DN, after all).
How pick up the most recently parked call from a phone?	Softkey [Pickup], Phone Dial Button [* }
Two ways to pick up a call in a specific slot from a phone?	• Dial the parking slot DN • Softkey [Pickup], Dial the parking slot DN

Call Pickup

How pickup a call on a specific ringing phone (aka Directed Pickup)?	Softkey [Pickup], dial the DN of the ringing phone
How pickup call from a ringing phone in own pickup group (Local Group Pickup)?	Softkey [GPickup], (then if >1 pickup group) Phone Dial Button [*] at second dial tone
How pickup call from a ringing phone in another pickup group?	Softkey [GPickup], dial the other group #
Create a call pickup group in CCP	UC → Telephony Features → Call Pickup Groups [Create]

Intercom & Paging

Create an intercom in CCP	UC → Telephony Features → Intercom [Create]
Create a paging number in CCP	UC → Telephony Features → Paging Numbers
Create a paging number that actually pages several paging numbers	UC → Telephony Features → Paging Groups

Call Accounting & After-Hours Lockdown

Call information that can be logged to a router's RAM, a Syslog server, or both	CDR (Call Data Record)
How can a user add an accounting code to a call's log during a call (including ringing)	Softkey [Acct], then enter the billing code
Define after-hours permissions in CCP	UC → Telephony Features → After-Hour Tool-bar

Extension Mobility

Purpose / Functionality	Users log into a phone & it takes on their features
What needs to be created for each phone that is to participate in EM?	A logout profile—an extension DN and capabilities for when the phone has no user logged in
What needs to be configured for each user who will participate in EM?	User Profile—extension, Caller ID name, speed dials, etc.

Single Number Reach

How can a user transfer a call to their cell phone during a call	Softkey [Mobility]
From their deskphone, how can a user grab a call back from their cell phone	Sofkey [Resume]
In CCP, menu to set up single number reach	UC → Users, Phones, and Extensions → Extensions (Advanced tab) ("Single Number Reach" from menu in left pane)

Hunt Groups

Name of the phone number that someone dials to reach any of a group of phones	Pilot
CCP menu to set up a hunt group	UC → Telephony Features → Hunt Groups [Create]
Not a hunt group—What CCP menu to put the same DN on two different phones.?	UC → Users, Phones and Extensions → Phones and Users [Edit] (phone tab) (Assign the DN to a button)

Night Service

CCP Menu to define "after hours"	UC → Telephony Features → Night Service Bell
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	UC → Users, Phones and Extensions → Extensions (pick one) Choose Night Service Bell from left pane
Tell night service to ring a particular phone	(actually, you're telling the phone to participate) UC → Users, Phones and Extensions → Phones and Users (pick a phone)

Notes:

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