

UC flashcards

Transaction — A request and its matching responses.

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Dialog — A peer relationship identified by Call-ID and tags.

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SIP transactions and dialogs — A transaction pairs a request with its responses.

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A 180 Ringing means the call was answered. — False. False. It means alerting. The 200 accepts the session.

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ACK for a 2xx is optional. — False. False. Without ACK the far end retransmits the 200 and can drop the call.

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Early offer — SDP in the INVITE.
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Delayed offer — SDP offered in the reliable response or the 200.

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Offer and answer — SDP is the offer or the answer, not a second signaling protocol you ignore.

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The answer may add a codec the offer did not list. — False. False. The answer narrows the offer.

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AOR — The address-of-record being registered.

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Contact — The device URI to try later.

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Registration — REGISTER publishes a Contact. It does not place a call.

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REGISTER creates a voice session. — False. False. It stores a Contact binding.

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PRACK — Acknowledgement of a reliable provisional response.

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100rel — The extension that makes selected 1xx responses reliable.

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Early media and PRACK — 183 Session Progress can carry SDP before answer.

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Hearing ringback proves the called party answered. — False. False. Ringback can be early media.

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Partition — A group of patterns with the same reachability.

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CSS — An ordered list of partitions.

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Partitions and calling search spaces — A partition is a bucket of patterns.

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CUCM searches every partition and picks the longest match across all of them. — False. False. It walks the CSS in order.

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Route pattern — Digits in a partition that point at a gateway or route list.

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Route list — An ordered set of route groups.

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Route patterns, lists, and groups — A route pattern matches digits.

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A route group is a list of partitions. — False. False. It is a list of gateways or trunks.

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Translation pattern — A pattern that transforms digits and can continue routing.

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Mask — A digit rewrite applied to a number field.

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Transformations — Called, calling, and redirecting numbers are different fields.

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The calling number and the called number are the same field. — False. False.

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SIP profile — Timers, OPTIONS, and offer behavior for that trunk.

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SIP trunks on CUCM — The trunk, the SIP profile, and the security profile are three objects.

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A SIP trunk in service proves the route pattern points at it. — False. False. Routing and status are separate.

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Dial peer — An IOS rule that matches a call and names a target.

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Preference — A tie-break after match length.

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Outbound dial-peer preference is consulted before match length. — False. False. Longest match comes first when hunt is the default.

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B2BUA — A user agent that sits between two dialogs.

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Media anchor — RTP terminates on the SBC.

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CUBE as a B2BUA — CUBE terminates one dialog and starts another.

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SRST — Fallback call processing on the branch router.

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Re-home — Phones returning to CUCM after the WAN recovers.

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SRST automatically clones every CUCM hunt pilot. — False. False.

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Certificate trunk — A trunk that authenticates with a certificate instead of a registration.

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Local gateway toward Webex Calling — The local gateway is how premises PSTN or a PBX meets Webex Calling.

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A local gateway registration is the same object as a CUCM phone registration. — False.

False. It is the trunk from CUBE toward Calling.

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Traversal zone — The zone that joins Expressway-C and Expressway-E.

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Expressway-E — The edge server.

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Expressway-C and Expressway-E — Expressway-C lives on the inside, next to CUCM.

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Every CUCM call must pass through Expressway. — False. False.

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MRA — Mobile and Remote Access through Expressway.

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SRV — A DNS record the client uses to find the edge.

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MRA replaces CUCM as the registrar. — False. False. CUCM remains the registrar.

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Traversal media — The UDP range Expressway uses for remote media.

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Signaling — SIP or the HTTPS path used to register.

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Firewall and traversal — Open the ports your version's guide lists.

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A completed INVITE proves the firewall allows RTP. — False. False.

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Trust boundary — The place you decide to keep or rewrite a mark.

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DSCP and the trust boundary — Voice RTP is commonly marked EF, DSCP 46.

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EF and CS3 are the same mark. — False. False. EF is DSCP 46. CS3 is a different codepoint. Sources and go deeper

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LLQ — A queue that serves a priority class up to a configured rate.

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Packetization — The time to fill one RTP payload.

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LLQ and the delay budget — Priority queue bandwidth is a limiter for the EF class.

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LLQ adds bandwidth to a circuit. — False. False. It schedules the bandwidth you already have.

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Location — A CUCM bandwidth domain for admission control.

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CAC — Call admission control, the decision to allow a call.

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CUCM locations mark RTP as EF. — False. False.

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UCCE from carrier to agent — Ingress, routing, queue treatment, and the agent are different stages.

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Queue music means an agent phone is ringing. — False. False. Treatment happens before delivery.

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Label — The destination the script returns.

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Peripheral gateway — The process that represents CUCM devices to ICM.

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The CUCM bridge into UCCE — Agents are CUCM endpoints.

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A successful ICM script guarantees CUCM can ring the phone. — False. False.

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Flow — The routing document in Webex Contact Center.

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Script — The routing document in ICM.

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Webex Contact Center beside UCCE — Webex Contact Center and UCCE are different products. Sources and go deeper

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An ICM script runs unchanged inside Webex Contact Center. — False. False.

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Dedicated Instance — A hosted CUCM offer inside the Webex cloud contract.

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Control Hub — The admin place for Webex Calling locations and numbers.

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Dedicated Instance uses the same dial-plan objects as multi-tenant Calling. — False.
False.

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Dual-run — Old and new paths both available for a number during a test.

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Rollback — Returning the number to the path you saved.

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Dual-run and rollback — Move one number you can give back.

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A carrier port can always be undone in five minutes. — False. False. Confirm the porting rules.

Sources and go deeper

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Survivability gateway — A local gateway mode that keeps selected Calling users up during a cloud outage.

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Fallback test — A planned failure of the primary path.

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Survivability during cutover — Cloud calling needs a plan for when the cloud path is down.
Sources and go deeper

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SRST protects Webex Calling apps with no extra design. — False. False.
Sources and go deeper

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Hypothesis — The single fault you are testing.

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Evidence pack — The traces and notes that show the test.

Sources and go deeper

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One hypothesis, one change — Say what you think is broken, in one sentence.

Sources and go deeper

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Changing the CSS, the codec, and the gateway in one window is a clean test. — False.

False.

Sources and go deeper

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Ladder — A drawing of messages between named boxes.

Sources and go deeper

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Cause — The reason phrase or Q.850 cause on a failure.

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Reading a ladder — One leg at a time.

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Two Call-IDs mean the trace is corrupt. — False. False. A B2BUA creates two dialogs.

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SDP c= line — The address where media should be sent.

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One-way audio — Media in a single direction.

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One-way audio — Signaling can be perfect while RTP fails in one direction.

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A 200 OK with SDP proves two-way audio. — False. False.

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MLTS — A multi-line telephone system, the term the FCC page uses for enterprise and hotel phone systems.

Sources and go deeper

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Wikipedia. Enhanced 911 (Wikipedia). https://en.wikipedia.org/wiki/Enhanced_9-1-1. last checked 2026-10

Law. United States public-law text for Kari's Law. confirm. The congress.gov bill page returned a bot challenge, and the PDF text was not readable in this session. The FCC MLTS page that did open is listed separately. last checked 2026-10

Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

Dispatchable location — The FCC page's term for a validated street address plus detail needed to find the caller.

Sources and go deeper

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Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

Direct dial, notification, and location — This page is study material, not legal advice and not an emergency plan.

Sources and go deeper

Opened 2026-10. A row marked confirm has no link, because that page was not verified.

FCC. FCC, Kari's Law and RAY BAUM'S Act for multi-line telephone systems.

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Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10
Kari's Law, as the FCC page describes it, is satisfied by requiring users to dial 9 before 911. — False. False. The page says direct dialing means no prefix or access code such as 9.

Sources and go deeper

Opened 2026-10. A row marked confirm has no link, because that page was not verified. FCC. FCC, Kari's Law and RAY BAUM'S Act for multi-line telephone systems.

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Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

This lab page is legal advice for every country. — False. False. It is a study note about pages that were opened. Confirm the rule where you operate.

Sources and go deeper

Opened 2026-10. A row marked confirm has no link, because that page was not verified. FCC. FCC, Kari's Law and RAY BAUM'S Act for multi-line telephone systems.

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Law. United States public-law text for Kari's Law. confirm. The congress.gov bill page returned a bot challenge, and the PDF text was not readable in this session. The FCC MLTS page that did open is listed separately. last checked 2026-10

Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

ERL — Emergency response location. The zone Emergency Responder binds to a switch port.

Sources and go deeper

Opened 2026-10. A row marked confirm has no link, because that page was not verified.

Cisco. Cisco Emergency Responder product support.

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Cisco. Configure Cisco Unified Communications Manager, Emergency Responder 15.

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Cisco. System Configuration Guide for CUCM, Release 15.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/15/systemConfig/cucm_b_system-configuration-guide-15.html. last checked 2026-10

ELIN — Emergency location identification number. The callback number sent for that zone.

Sources and go deeper

Opened 2026-10. A row marked confirm has no link, because that page was not verified.

Cisco. Cisco Emergency Responder product support.

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Emergency Responder, ERL, and ELIN — Cisco Emergency Responder is a separate product. The support page opened here lists Release 15 as available, with a release date of 16 October 2023.

Sources and go deeper

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An ELIN is the caller's directory number. — False. False. The CUCM chapter describes the ELIN as the number Emergency Responder uses for routing and PSAP callback, mapped back to the extension.

Sources and go deeper

Opened 2026-10. A row marked confirm has no link, because that page was not verified.

Cisco. Cisco Emergency Responder product support.

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A phone on a switch Emergency Responder does not know is still located. — False. False.

The planning chapter calls those phones unlocated.

Sources and go deeper

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Cisco. Cisco Emergency Responder product support.

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PSAP — Public safety answering point. The Wikipedia article describes it as the call center that answers the emergency call.

Sources and go deeper

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Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

On-site alert — The Emergency Responder notification path named in the Release 15 administration guide.

Sources and go deeper

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Cisco. Cisco Emergency Responder Administration Guide, Release 15.

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Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

On-site alert, callback, and what this lab will not decide — The Release 15 administration guide contents include on-site alerts, off-premises users, and a national E911 service provider. Those are different chapters.

Sources and go deeper

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Cisco. Cisco Emergency Responder Administration Guide, Release 15.

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Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

An outbound 911 test proves PSAP callback. — False. False. Callback is a separate call toward the ELIN.

Sources and go deeper

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Cisco. Cisco Emergency Responder Administration Guide, Release 15.

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Law. Emergency-calling rule outside the FCC MLTS page. confirm. No statute outside that FCC page was opened. Confirm the rule where the site operates. last checked 2026-10

Built-in bridge — The phone feature CUCM uses when the phone itself forks recording media.

Sources and go deeper

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Cisco. Feature Configuration Guide for CUCM, Release 15, Recording.

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Fork — A copy of the media stream sent to a recorder.

Sources and go deeper

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Cisco. Feature Configuration Guide for CUCM, Release 15, Recording.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/cucm_b_feature-configuration-guide-for-15/cucm_mp_r53f7ff4_00_recording-12-0.html. last checked 2026-10

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Phone fork and network fork — The CUCM 15 feature guide says phone-based recording takes media from the phone. The phone forks two streams to the recording server.

Sources and go deeper

Opened 2026-10. A row marked confirm has no link, because that page was not verified.

Cisco. Feature Configuration Guide for CUCM, Release 15, Recording.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/cucm_b_feature-configuration-guide-for-15/cucm_mp_r53f7ff4_00_recording-12-0.html. last checked 2026-10

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A 200 OK proves the recorder received both audio directions. — False. False. The fork is a separate media path.

Sources and go deeper

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Cisco. Feature Configuration Guide for CUCM, Release 15, Recording.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/cucm_b_feature-configuration-guide-for-15/cucm_mp_r53f7ff4_00_recording-12-0.html. last checked 2026-10

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em-configuration-guide-15.html. last checked 2026-10

The built-in bridge on one phone always follows the cluster-wide parameter. — False.

False. The feature guide says the phone setting overrides the cluster default when default is not selected.

Sources and go deeper

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Cisco. Feature Configuration Guide for CUCM, Release 15, Recording.

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SRC — Session recording client. The CUBE guide says CUBE takes this role when SIPREC is configured.

Sources and go deeper

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RFC. RFC 7245, architecture for media recording using SIP.

<https://www.rfc-editor.org/rfc/rfc7245>. last checked 2026-10

RFC. RFC 7865, SIP recording metadata. <https://www.rfc-editor.org/rfc/rfc7865>. last checked 2026-10

RFC. RFC 7866, session recording protocol. <https://www.rfc-editor.org/rfc/rfc7866>. last checked 2026-10

Cisco. CUBE configuration guide, SIP forking (IOS XE 17.6 onwards).

https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/ios-xe/config/ios-xe-book/m_voi-cube-sip-rec-recorder.html. last checked 2026-10

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SRS — Session recording server. RFC 7865 describes metadata from the server's point of view.

Sources and go deeper

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SIPREC and CUBE as the recording client — RFC 7245 describes architectures for recording in a SIP environment by sending a copy of a media stream to a recording device.

Sources and go deeper

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The recording INVITE is the same dialog as the call being recorded. — False. False.

SIPREC is a separate recording session.

Sources and go deeper

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Recording file — The stored copy of the media.

Sources and go deeper

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Law. Call-recording consent and retention rule. confirm. No privacy or retention statute was opened. RFC 7245 names compliance as a reason some sites record. It does not say which rule applies to you. last checked 2026-10

Quality score — A review of a call. It is not the media file.

Sources and go deeper

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Law. Call-recording consent and retention rule. confirm. No privacy or retention statute was opened. RFC 7245 names compliance as a reason some sites record. It does not say which rule applies to you. last checked 2026-10

Compliance is a reason, not a setting — RFC 7245 says some environments record every call for regulatory, compliance, and consumer-protection reasons.

Sources and go deeper

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Law. Call-recording consent and retention rule. confirm. No privacy or retention statute was opened. RFC 7245 names compliance as a reason some sites record. It does not say which rule applies to you. last checked 2026-10

RFC 7245 chooses the retention period for your contact center. — False. False. It explains recording architectures. It does not set your policy.

Sources and go deeper

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SIP trunk — The signaling peer between two call agents or between a PBX and a provider.

Sources and go deeper

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SIPconnect — The SIP Forum's technical recommendation for IP peering with a VoIP provider.

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A SIP trunk is a peer, not a brand — Wikipedia's SIP trunking article describes a SIP service between a provider and a customer's SIP PBX.

Sources and go deeper

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One SIP trunk means both PBXs share one dial plan. — False. False. Each side matches the digits with its own rules.

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that connects phones, the PSTN, and VoIP endpoints.

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An Asterisk dialplan is a CUCM calling search space. — False. False. It is a different object on a different product.

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JSEP — JavaScript Session Establishment Protocol, RFC 8829.

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WebRTC, SIP over WebSocket, and a hosted bridge — Wikipedia describes WebRTC as browser and mobile APIs for real-time audio and video without a plugin.

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WebRTC. CPaaS vendor matrix. confirm. No vendor matrix was opened. The FreeSWITCH manual notes one hosted platform. Confirm any other vendor on that vendor's own page. last

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A WebRTC page is a CUCM SIP phone. — False. False. Something has to translate, unless the far end also speaks WebRTC.

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RFC 8829 replaces SIP. — False. False. It describes JavaScript control of the signaling plane and how that relates to existing signaling.

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