[5461]-220-C

B.E. (IT, E & TC & Comp.)
UNIFIED COMMUNICATIONS AND CONTACT CENTER APPLICATIONS
(2012 Pattern) (Semester-II)
414464 E : Open Elective (Information Technology)
410452 : Elective - IV (Computer Engineering)
404192 : Elective - IV (Electronics and Telecommunications)

Time : 2½ Hours]   *[Max. Marks : 70*
Instructions to the candidates:
1) *Answer Questions 1 or 2, 3 or 4, 5 or 6, 7 or 8, 9 or 10.*
2) *Neat diagrams must be drawn wherever necessary.*
3) *Figures to the right indicate full marks.*
4) *Assume suitable data, if necessary.*

Q1) a) Compare analog telephony with digital telephony and bring out salient features of digital telephony. **[5]**

    b) What is the functionality of RAS? List different type of RAS messages.**[5]**

OR

Q2) a) Explain in detail about different type of response 1xx, 2xx and their meaning. **[5]**

    b) Draw a SIP session setup example with SIP trapezoid. **[5]**

Q3) a) Explain Channel associated signaling and Common channel signaling.**[5]**

    b) Draw a diagram to show the messages involved in setting up a call in ISDN. **[5]**

OR

Q4) a) With reference to SIP explain the terms Redirect Server and Registrar.**[5]**

    b) Draw a neat diagram of H.323 protocol stack. **[5]**

P.T.O.

Q5) a) What is blending? How does it work? **[8]**

b) What are the functional roles in a Contact Center? What are their responsibilities? What are the supporting components for each of them?**[8]**

OR

Q6) a) Explain STUN, TURN. **[8]**

b) Explain the functionalities of PABX, ACD, Self Service and CTI in an Inbound Call Center. **[8]**

Q7) a) Explain the significance of reporting and analytics in contact center. **[8]**

b) What is outbound CPA and call classification? Explain how call classification is done at a high level and how it helps outbound contact centers. **[8]**

OR

Q8) a) With a neat diagram explain a typical campaign life-cycle. **[8]**

b) Compare and contrast vertical and horizontal scaling in the cloud. **[8]**

Q9) Write notes on: **[18]**

a) Workforce management components in contact center.

b) Email protocols.

c) WebRTC.

OR

*Q10)*Write notes on: **[18]**

a) Web Session and Http cookies.

b) Websocket.

c) Cascading Style Sheets.

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