

Total No. of Questions : 10]

SEAT No. :

P3178

[5461]-220-C

[Total No. of Pages : 2

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.

