APR. - 17/B.E./Insem. - 57
B.E. (IT, E & TC & Comp. Engg.)
UNIFIED COMMUNICATIONS & CONTACT CENTER APPLICATIONS
(2012 Pattern) (Open Elective) (Semester - II)

Time : 1 Hour]
[Max. Marks : 30

Instructions to the candidates:

1) *Answer Q. 1 or Q.2, Q.3 or Q.4, Q.5 or Q.6.*

2) *Neat diagrams must be drawn wherever necessary.*

3) *Figures to the right indicate full marks.*

4) *Assume suitable data if necessary.*

Q1) a) What are the limitations of analog telephony? **[5]**

b) What is answer supervision and disconnect supervision? What is the significance of answer supervision? How is answer supervision and disconnect supervision provided by E & M circuits? **[5]**

OR

Q2) a) What are the different signaling mechanisms in E & M signaling circuits? Explain. **[5]**

b) Explain E. 164 Numbering plan. **[5]**

Q3) a) Explain the differences between CAS and CCS. Which is a better form of signaling and why? **[5]**

b) Write a short note on ISDN. Explain its layer 3 Message structure. **[5]**

OR

Q4) a) Max-Forward is a mandatory header field in SIP. Why? What will happen if you make Max-Forwards as optional parameter? **[5]**

b) Draw a high level call flow of H. 323? **[5]**

Q5) a) What is Session Border Controllers. **[5]**

    b) Explain protocol interoperability. **[5]**

<div align="center">OR</div>

Q6) a) Draw and explain ISDN SIP message interpolation in an Enterprise PBX.
                                                       [5]

    b) What are different enterprise topologies? Explain any one in detail. **[5]**

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