Name: ________________________________

Please answer all questions, note the point values given.

1. What is the main difference between CENTREX and a PBX?

2. What is the purpose of the “Demarcation Point”

3. What is the main justification for installing a PBX?

4. Define “CTI”

5. Define “trunk”

6. State one core difference between a key system and a PBX.

7. What is the purpose of DID?

8. What is “Unified Messaging”?

9. What is an “Integrated Voice Response Unit”?

10. State one key difference between a PBX and an ACD.

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