



650-177^{Q&As}

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QUESTION 1

Which Cisco Small Business portfolio product is targeted to customers with basic technology needs?

- A. Cisco Small Business Series
- B. Cisco Integrated Services Routers
- C. Cisco Partner Development Funds
- D. Cisco Small Business Pro Series
- E. Cisco Catalyst Switches

Correct Answer: A

QUESTION 2

If you have Cisco integrated services router and need to upgrade the Cisco IOS image, which kind of Cisco Support services do you need?

- A. CiscoSMARTNet onsite
- B. Cisco TAC
- C. Advanced Hardware Replacement
- D. Software Support

Correct Answer: D

QUESTION 3

Which companion switch is recommended to be installed with the Cisco Unified Communications 500 Series?

- A. C3750
- B. SRW224G4
- C. ESW 500
- D. C2950

Correct Answer: C

QUESTION 4

Which three can be symptoms of the growth phase in the Cisco SBR methodology? (Choose three.)



- A. Facilitate EmployeeReachability
- B. Unable to provide rapid secure access to customer history, data or buying behavior
- C. Need to provide XYZ LTD with a basic up-to-date website
- D. Provide rapid access for geographically dispersed employees
- E. Need to facilitate customerreachability
- F. Provide a Website on par with competitors

Correct Answer: ADF

QUESTION 5

Which tow options are benefits of the Cisco Technical Assistance Center? (Choose two.)

- A. Increase the performance of the current features
- B. Possesses broad expertise in Cisco technologies
- C. Enhances network and/or application availability, reliability and stability
- D. Provides rapid fault isolation in a complex environment, leading to quick resolution

Correct Answer: BD

QUESTION 6

Which Cisco Small Business router features a 4-port Fast Ethernet integrated switch but not wireless capabilities?

- A. RV016
- B. RV082
- C. RVL200
- D. RVS4000

Correct Answer: C

QUESTION 7

What two are elements of the operational-efficiency Business Challenge? (Choose two.)

- A. Do More with less
- B. Improve Business Processes



- C. Provide Flexible Channel and Delivery Options
- D. Offer Enhanced Customer Service

Correct Answer: AB

QUESTION 8

Which two benefits does Cisco Unified CallConnector provide to customer communications? (Choose two.)

- A. status of coworkers before placing a call
- B. Connect feature in Communications Manager Express
- C. IM contacts imported to an IP Phone
- D. click-to-dial access only for WebEx meetings
- E. Screen Pops for incoming calls

Correct Answer: AE

Cisco unified callconnector benefits include: Screen pop and click to dial Call duration tracking and information capture Customer record creation Call contact button in Outlook and CRM IE interface Desktop TAPI client MS CRM server install

QUESTION 9

Which Cisco support service product targets customers with up to 48 users on a network where voice communication is mission-critical to business operation?

- A. CiscoSMARTnet for SBCS
- B. Cisco Smart Care Service
- C. SMARTnet Partner Service
- D. Cisco Smart Foundation Service
- E. Cisco Technical Assistance Center

Correct Answer: A

QUESTION 10

Which two types of information might be found at the Small Business Partner Central website? (Choose two.)

- A. sales program information



- B. online product ordering
- C. technology partner products and services
- D. product information on theData Center products-
- E. specialization and certification details

Correct Answer: ABCE

QUESTION 11

Which three products reside on the UC500 platform? (Choose three.)

- A. Cisco Unified CommunicationsManagerExpress
- B. Cisco IOS Firewall
- C. Cisco UnifiedContact Center
- D. Cisco IOS
- E. Cisco Unity Express
- F. CiscoUnifiedCallConnector

Correct Answer: ADE

Products reside on UC 500 platform: Cisco unified communication manager express Cisco unity express voicemail Full portfolio of cisco unified IP phones Full featured VoIP capability using H.323 and SIP protocols

QUESTION 12

What Wi-Fi 802.11 standards are supported on the Cisco SRP 500 Series?

- A. 802.11 a/b/g/n
- B. 802.11 a/b
- C. 802.11 a
- D. 802.11 b/g/n

Correct Answer: D

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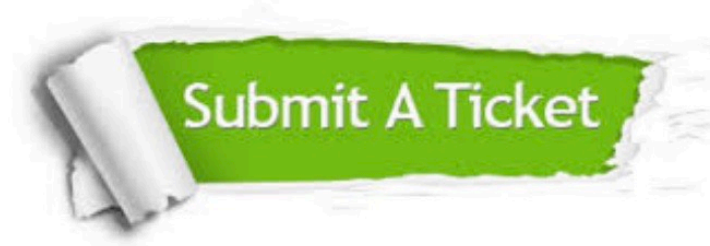
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