



# 700-104<sup>Q&As</sup>

Business Edition 6000 for Account Managers

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### QUESTION 1

Which three collaboration mechanisms increase customer satisfaction? (Choose three.)

- A. attractive TV advertisements
- B. variety of customer communication channels
- C. flexible, enhanced customer service processes
- D. effective mail and email communication
- E. frequent phone communication
- F. ability to access customer data from any device, anywhere

Correct Answer: BCD

Reference: <http://www.cisco.com/en/US/netsol/ns1007/architecture.html>

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### QUESTION 2

Which Cisco Unified Communications application provides voice messaging capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

Correct Answer: D

Reference:

[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/da\\_ta\\_sheet\\_c78-638921.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/da_ta_sheet_c78-638921.html) (see Cisco Unity connection)

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### QUESTION 3

Which value does the Cisco Business Edition 6000 bring to midmarket businesses?

- A. adding video collaboration capabilities on top of the existing telephony system
- B. co-location with the existing telephony system
- C. advanced collaboration functionalities on a single server



D. enhanced collaboration functionalities by adding only a few additional servers

Correct Answer: A

Reference:

[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/da\\_ta\\_sheet\\_c78-638921.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/da_ta_sheet_c78-638921.html)

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#### QUESTION 4

Which endpoints and clients are supported on applications that are included under the Cisco Business Edition 6000 umbrella?

- A. all Cisco voice and video endpoints except Cisco TelePresence room systems
- B. all Cisco voice and video endpoints except Cisco TelePresence EX Series and Cisco TelePresence EX Series and Cisco Telepresence room systems
- C. all Cisco voice and video endpoints except 802.11 Wi-Fi endpoints
- D. all Cisco voice and video endpoints

Correct Answer: C

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#### QUESTION 5

Which four are advantages of a Cisco end-to-end architectural approach? (Choose four.)

- A. enhanced security
- B. multiple protocols
- C. any end-user device
- D. multi-vendor
- E. consistent experience
- F. limited availability
- G. unified policies

Correct Answer: ACEG

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#### QUESTION 6

Which Cisco Unified Communications application is designed to provide enhanced customer care capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager



- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

Correct Answer: E

Reference:

[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data\\_sheet\\_c78-638921.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet_c78-638921.html)

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### QUESTION 7

Which two statements are true about Cisco Validated Designs and Smart Business Architectures? (Choose two.)

- A. Cisco Smart Business Architecture is a blueprint for delivering the three Cisco architectures in a modular approach.
- B. Cisco Smart Business Architecture guides are available for enterprise-size deployments only.
- C. Cisco Validated Designs are end-to-end designs that are well-tested and fully documented.
- D. Cisco Validated Designs provide proven design solutions that include only Cisco products, thus ensuring single vendor solutions.

Correct Answer: AC

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### QUESTION 8

Which three midmarket business situations bring the best opportunities for Cisco business Edition 6000 implementation? (Choose three.)

- A. businesses with an existing IP-based PBX deployment
- B. businesses with an aged TDM phone system implementation
- C. businesses that recently merged with or were acquired by a large enterprise
- D. businesses with an existing phone system maintenance contract expiring
- E. businesses that are moving their headquarters office
- F. businesses that are changing their primary type of business

Correct Answer: ABC

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### QUESTION 9

Which three are Cisco differentiators when comparing with competitors in collaboration technology? (Choose three.)



- A. Cisco is a dominant leader in the collaboration industry, the only one with architectural vision.
- B. Only Cisco can provide a complete product and services portfolio for collaboration solutions.
- C. Unlike other competitors in unified communications, Cisco also delivers its own networking and data center solutions.
- D. Cisco works closely with an industry-leading network of partners and resellers and does not compete with them.
- E. Only Cisco can deliver integrated telepresence solutions.

Correct Answer: ACD

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#### QUESTION 10

Which Cisco Unified Communications and Collaboration deployment option best fits the on- premises midmarket businesses with 500 to 1000 users?

- A. Cisco Hosted Collaboration Solutions
- B. Cisco Business Edition 3000
- C. Cisco WebEx Cloud
- D. Cisco Business Edition 6000

Correct Answer: D

Reference:

[http://www.cisco.com/cisco/web/solutions/small\\_business/products/voice\\_confere ncing/uc\\_manag er\\_business\\_edition/index.html](http://www.cisco.com/cisco/web/solutions/small_business/products/voice_confere ncing/uc_manag er_business_edition/index.html)

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#### QUESTION 11

In which two ways does Cisco Business Edition 6000 protect its investment for midsize businesses that will grow to become enterprise businesses with more than 1000 users in the future? (Choose two.)

- A. Cisco Business Edition 6000 virtualization
- B. simplified Cisco trade-in options for servers and endpoints
- C. functionalities and endpoints that are supported in both Unified Communications solutions
- D. Cisco Capital financing

Correct Answer: AC

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#### QUESTION 12

Which four application layers comprise the Cisco Collaboration Architecture? (Choose four.)



- A. Unified Access
- B. Unified Communications
- C. Unified Computing
- D. Customer Collaboration
- E. Collaboration Applications
- F. Cisco TelePresence

Correct Answer: BDEF

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