



500-301^{Q&As}

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QUESTION 1

Which option lists the Cisco Spark Flex Support plans that offer 24x7 Cisco Technical Assistance Center phone support with a 30 minute response time?

- A. Premium
- B. Enhanced and Premium
- C. Enhanced
- D. Basic

Correct Answer: C

QUESTION 2

Which option lists valid Spark bots?

- A. Spark Poll bot, DocuSign bot, and Receipt bot
- B. SMS to Spark bot, Spark Poll bot, and Spark Shop bot
- C. Spark Shop bot, DocuSign bot, and Receipt bot
- D. SMS to Spark bot, Spark Poll bot, and DocuSign bot

Correct Answer: D

QUESTION 3

Which feature is offered in WebEx Training Center that allows you to notify the host of your status?

- A. emoticons
- B. whiteboard sharing
- C. recording D. polling

Correct Answer: A

QUESTION 4

Which support tools option is available in the Cisco WebEx Support Center?

- A. Monitor all sessions and agent activity at the queue and support-representative levels.
- B. Allow recording of support sessions manually or automatically



- C. Allow technicians to reboot and reconnect.
- D. Set up queues with rules-based routing, by availability or skill set.

Correct Answer: B

QUESTION 5

To which on-premises components do you gain access with a Cisco Spark Flex Plan?

- A. Cisco Unified Communications Manager, Cisco Expressway Series, Cisco Unity Connection, Cisco Contact Center Express, and Cisco Meeting Server
- B. Cisco Unified Communications Manager, Cisco Expressway Series, Cisco Unity Connection, Cisco Emergency Responder, and Cisco Telepresence Server
- C. Cisco Unified Communications Manager, Cisco Expressway Series, Cisco Unity Connection, Cisco Emergency Responder, and Cisco Meeting Server
- D. Cisco Unified Communications Manager, Cisco Expressway Series, Cisco Unity Connection, Cisco Contact Center Express, and Cisco Telepresence Server

Correct Answer: C

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