648-232^{Q&As}

Cisco WebEx Solutions Design and Implementation

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QUESTION 1

Which task cannot be done by the site administrator, but must be done by opening a request with the WebEx support team?

A. Update user accounts.

B. Deactivate user accounts.

C. Delete users.

D. Add users.

Correct Answer: C

QUESTION 2

What are the three ways that the WebEx Support Center improves key performance metrics for a business? (Choose three.)

A. increases first-call resolution percentage

B. lengthens average call handling time

C. drives in-person sales

D. shortens average wait time

E. improves customer satisfaction rating

F. increases time to resolution

Correct Answer: ADE

QUESTION 3

Which statement is true about active speaker?

A. Active speaker switching is automatic with third-party audio only.

B. Active speaker does not work for a site without integrated audio.

C. Active speaker switching is automatic with Cisco WebEx audio, third-party audio, and Cisco Unified MeetingPlace Release 8.5.

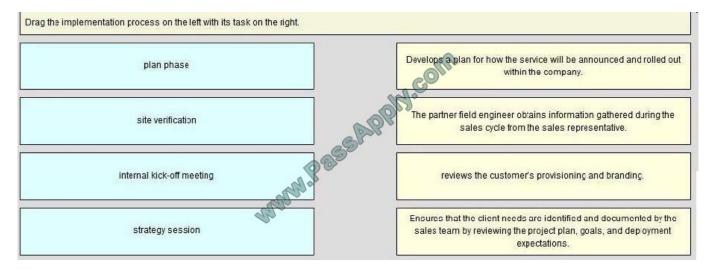D. Active speaker only works with those who have video enabled on their WebEx.
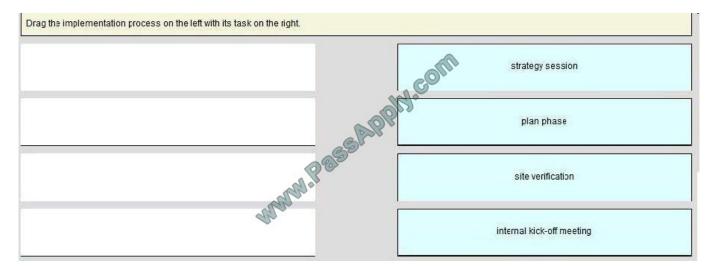
Correct Answer: C

QUESTION 4

Drag the implementation process on the left with its task on the right.

Select and Place:

Drag the implementation process on the left with its task on the right.	
plan phase	Develops a plan for how the service will be announced and rolled out within the company.
site verification	The partner field engineer obtains information gathered during the sales cycle from the sales representative.
internal kick-off meeting	reviews the customer's provisioning and branding.
strategy session	Ensures that the client needs are identified and documented by the sales team by reviewing the project plan, goals, and deployment expectations.

Correct Answer:

Drag the implementation process on the left with its task on the right.	
	strategy session
	plan phase
	site verification
	internal kick-off meeting

QUESTION 5

Which customers would benefit from Cisco WebEx audio?

A. customers who do not need to join a meeting via their mobile device

B. customers who have more than 500 VoIP users

C. customers using meeting spaces

D. customers who need an integrated audio feature such as active speaker or hybrid VoIP

Correct Answer: D

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