



# 650-177<sup>Q&As</sup>

SMB Solutions for Account Managers

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### QUESTION 1

Cisco has identified many unique characteristics of small business customers. Which three characteristics best describe the buying process for small business prospects? (Choose three.)

- A. Prefers low-cost packages
- B. Delegates buying decision to others
- C. Enjoys negotiating
- D. Decision can be influenced by others
- E. Buy to fix challenges, not technology
- F. not constrained to RFP process

Correct Answer: AEF

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### QUESTION 2

Which two are elements of the operational-efficiency business challenge? (Choose two.)

- A. improving business processes
- B. making existing resources more productive
- C. offering enhanced customer service
- D. providing flexible channel and delivery options

Correct Answer: AC

Small and Medium Business Challenges Operational Efficiency Do more with less Improve business processes Access real-time business information Customer Responsiveness Enhanced customer service Flexible channel and delivery options Cost Containment Improved business models, lower cost structure Easy adoption of new applications and services without incurring costly upgrades Security Data security Regulator compliance

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### QUESTION 3

What is the difference between Cisco Catalyst 2960 LAN Base Series and Cisco Catalyst Lite series.

- A. Only the Cisco Catalyst 2960 LAN Base Series can be managed by Cisco Network Assistant
- B. Only the Cisco Catalyst 2960 LANLite Series supports Gigabit Ethernet uplinks
- C. Only the Cisco Catalyst 2960 LANLite Series supports Power over Ethernet
- D. Only the Cisco Catalyst 2960 LAN Base Series offers enhanced Layer2+ intelligent LAN services.



Correct Answer: AD

See: [http://www.cisco.com/en/US/products/ps6406/prod\\_models\\_comparison.html](http://www.cisco.com/en/US/products/ps6406/prod_models_comparison.html) Base Has SFP+, POE+, Cisco FlexStack

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#### QUESTION 4

Which three are features of the integrated services routers? (Choose three.)

- A. Fixed Configuration
- B. Voice Mail
- C. Anti-X
- D. IPS
- E. Wireless LAN
- F. VPN Acceleration

Correct Answer: DEF

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#### QUESTION 5

What are three of the attributes sought in a target customer for Cisco Smart Foundation services? (Choose three.)

- A. fewer than 250 network users
- B. skilled on-site customer IT staff
- C. network is not mission-critical to business
- D. 50 or fewer network devices
- E. comprehensive network-wide support requirements
- F. network is considered mission-critical

Correct Answer: ACD

Cisco Smart Foundation services attributes are below:



<p><b>Cisco Smart Foundation Service*</b></p>	<p>An entry-level technical support service that provides the support that small businesses need to help them maintain network reliability and minimize disruption to business</p>
	<p><b>Target Customer</b></p> <ul style="list-style-type: none"><li>▪ Businesses with data-only networks, SMB-class products, and fewer than 250 network users (~50 or fewer network devices)</li><li>▪ Network is important, but not mission critical, to business</li><li>▪ Needs responsive support with device-level coverage that meets budget requirements</li></ul> <p><b>Go-to-Market</b></p> <ul style="list-style-type: none"><li>▪ Cisco delivered, Cisco service</li></ul> <p><b>Features</b></p> <ul style="list-style-type: none"><li>▪ Advance Hardware Replacement—NBD/same-day ship</li><li>▪ Business hours access to SMB IAC</li><li>▪ Cisco.com SMB knowledge base</li><li>▪ Online network troubleshooting tools design</li><li>▪ Operating system software updates for bug fixes</li></ul>

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