

## 700-038<sup>Q&As</sup>

Advanced Collaboration Architecture Field Engineer Exam

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#### **QUESTION 1**

The customer satisfaction index is an	important business Key	y Performance Indica	ator Which building	block of the
business model references that KPI?				

- A. customer segments
- B. key activities
- C. CRM
- D. channels

Correct Answer: C

#### **QUESTION 2**

Which two services are often led by Cisco? (Choose two.)

- A. cloud services
- B. hardware replacement services
- C. software upgrade services
- D. software-based services
- E. maintenance services

Correct Answer: AD

#### **QUESTION 3**

Which three options belong to primary activities that directly create value in a value chain model? (Choose three)

- A. research and development
- B. service
- C. operations
- D. procurement
- E. inbound logistics
- F. infrastructure

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Correct Answer: BCE

#### **QUESTION 4**

Which two options are typically included in a Cisco Collaboration Architecture services proposal? (Choose two.)

- A. medianet-readiness assessment services
- B. compliance strategy consulting services
- C. collaboration dashboard services
- D. Network security readiness assessment
- E. end-user documentation services

Correct Answer: AD

#### **QUESTION 5**

How can the Cisco collaboration services layer of Cisco Collaboration Architecture help managers to measure KPIs?

- A. The Cisco collaboration services layer is a standalone element of Cisco Collaboration Architecture and delivers services that directly improve business KPIs
- B. Cisco collaboration services and infrastructure layers compose Cisco Collaboration Architecture that improves technical KPIs.
- C. The Cisco collaboration services layer delivers additional performance information to demonstrate increased business performance.
- D. Conferencing, IP communications, telepresence, and other Cisco collaboration services deliver additional information to show the increased business performance.

Correct Answer: C

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