Vendor: Cisco

Exam Code: 650-304

Exam Name: PASCERFE - Cisco SaaS Conferencing and EIM Resale ATP for the FE Exam

Version: Demo

QUESTION NO: 1

Which step(s) should you take to establish rapport with clients?

A. Allow the sales team to call your client to offer new products and services
B. Let them know they should only call you; you will not call them
C. Stay engaged by holding regular meetings
D. Show your client what the competitors are doing

Answer: C
Explanation:

QUESTION NO: 2

What are two different ways to maintain a strong and productive customer relationship? (Choose two)

A. Do not try to sell other products or services
B. Schedule semiannual meetings only
C. Give clients some space; call them only if they need you
D. Review usage reports with clients
E. Meet regularly depending on client needs

Answer: D,E
Explanation:

QUESTION NO: 3

Which two are characteristics of a successful implementation? (Choose two.)

A. Configuration
B. Design
C. Assimilation
D. Submitting branding requests
E. Preparation

Answer: C,E
Explanation:

QUESTION NO: 4

Which business complexity example is best described as a consumerization trend?

A. Following workers that work outside of business hours
B. Managing tools and helping people find the correct content in a secure location when needed
C. Employees bringing in new devices and applications into work
D. Resolving issues over distances

Answer: C
Explanation:

QUESTION NO: 5

Which option is the starting point of a platform that delivers a consistent experience that includes synchronous and asynchronous collaboration?

A. Presence
B. Network layer
C. Session control
D. Policy management

Answer: A
Reference:http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/collab09/collabor.html

QUESTION NO: 6

How can an organization administrator add, modify, or remove domain names?

A. Access Cisco WebEx Connect
B. Go to Cisco com
C. Access the Cisco WebEx Organization Administration Tool
D. Contact a Cisco WebEx representative

Answer: D
Reference:http://www.webex.com/webexconnect/orgadmin/help/index.htm?toc.htm?cs_domain_c
at.htm(see the first note with green background on the page)

QUESTION NO: 7

Which option describes how a business can benefit from a SaaS solution compared to an on-premises solution?

A. Increase in IT support
B. Lower initial cost
C. Use of existing hardware and software
D. Security through on-premises firewalls

Answer: C
Explanation:

QUESTION NO: 8

Which option is an example of an easy and quick-to-deploy cloud-based cost efficiency?

A. Removal of the operational burden of support and maintenance
B. Improved allocation of valuable resources
C. Large, upfront investment required
D. Minimal to no backend changes

Answer: A
Explanation:

QUESTION NO: 9

A customer with Cisco IP phones and softphones is uncertain about moving to Cisco WebEx web collaboration. Which benefit should you stress?

A. Cisco Unified Communications architecture and product portfolio
B. Scheduling integration with Lotus Notes
C. Scheduling integration with Outlook
D. Interoperability with existing third-party audio

Answer: D
Reference:http://www.cisco.com/en/US/prod/collateral/ps10352/0709_PS_Connect6.pdf(last page, see voice and video conferencing)

QUESTION NO: 10

Why is it important to tie Cisco WebEx solutions to the business drivers of an organization?

A. To prove that Cisco WebEx solutions meet their organizational needs
B. To prove that Cisco WebEx solutions are better than the competition
C. To demonstrate your knowledge
D. To make the client realize what its needs are

Answer: A
Explanation:

QUESTION NO: 11

When businesses subscribe to and use SaaS solutions, they expand customer relationships and improve productivity. Which two options do the SaaS solutions eliminate the need for in an organization? (Choose two)

A. Additional software
B. Remote web-based services
C. Additional hardware
D. Localized firewall configuration
E. Typical daily upkeep and maintenance
F. IT department

Answer: C,E
Explanation:

QUESTION NO: 12

What is a key task that should be done at the end of the customer kick-off meeting?

A. Introduce key stakeholders
B. Review the purchase and needs of the customer
C. Review billing and contract dates
D. Remind the customer to register for Cisco WebEx University within three to five days

Answer: D

Explanation:

QUESTION NO: 13

What is one of the first things you should do when troubleshooting Cisco WebEx issues?

A. Research the issue on Cisco WebEx University
B. Call the support line for help
C. Categorize the issue
D. Contact the site administrator

Answer: D
Explanation:

QUESTION NO: 14

What is one of the most important follow-up issues to discuss with your customer?

A. Technical difficulties
B. New solutions
C. Usage reports
D. Training programs

Answer: C
Explanation:

QUESTION NO: 15

Which two of these are true about end-user training? (Choose two)

A. It should start with online sessions.
B. It does not need to be approved by the client
C. The same training can be used for all clients.
D. It should be a combination of online and in-person sessions.
E. It does not include onsite training.

Answer: A,D
Explanation:

QUESTION NO: 16

In addition to the core meeting features of the Cisco WebEx Event Center, what are two other features of this solution? (Choose two)

A. Attention indicator
B. Multiple panelists
C. Breakout rooms
D. Presence control
E. Hands-on labs

Answer: A,B
Reference:http://www.webex.com/fileadmin/webex09/files_en_us/pdf/data_sheets/ec_ds.pdf(last page, see remote panelist and panelist prep room, Q&A, chat, polling, attendance and annotation tools)

QUESTION NO: 17

Which step of the enablement success cycle offers customers quick-start guides and tours to get them started?

A. Introduction
B. Awareness
C. Support
D. Deployment
E. Adoption

Answer: B
Explanation:

QUESTION NO: 18

Which of these statements is true about follow-up meetings?

A. They are used to review the solutions of competitors.
B. They can be standardized for all customers

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