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Advanced Collaboration Architecture Sales Specialist

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QUESTION 1

Which option is an application in the Cisco IOS Software that provides call processing for as few as 15 and as many as 450 Cisco Unified IP Phones?

A. Cisco Unified Communications Manager Express

B. Cisco Unified Computing System

C. Cisco Integrated Media Engine

D. Cisco Emergency Responder

Correct Answer: A

Reference: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps4625/ data_sheet_c78-634095.html

QUESTION 2

Which option provides sophisticated and distributed ACD, IVR, CTI, and agent and desktop services in a single server?

A. Cisco IP contact Center Express

B. Cisco Unified Contact Center Express

C. Cisco Unified Customer Voice Portal

D. Cisco Unified Contact Center Enterprise

Correct Answer: A

Reference: http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/ product_data_sheet 09186a008017ffaa.html (third para)

QUESTION 3

Mobile workers and teleworkers do not have direct access to coworkers, but they must engage with them regularly.

Which three collaboration tools benefit these workers\\'? (Choose three.)

A. Cisco Jabber

B. Cisco Video Conferencing

C. Cisco Emergency Responder

D. Cisco Unified Contact Center Express

E. Cisco Unified Communications

Correct Answer: ABE

QUESTION 4

Which statement describes the Cisco strategy for Cisco Telepresence\\'?

A. Cisco Telepresence is a pure, high-end videoconferencing solution

B. Cisco Telepresence is personal, multipurpose, and immersive.

C. Cisco Telepresence is low-cost video for everyone, everywhere.

D. Cisco Telepresence is personal, single-purpose, and immersive.

Correct Answer: B

QUESTION 5

Which two statements about how PBX architectures compare to Cisco Unified Communications are true? (Choose two.)

A. A PBX offers increased security.

B. Cisco Unified Communications decreases costs of MACs

C. Cisco Unified Communications provides historical reporting, unlike traditional PBXs

D. Cisco Unified Communications offers advanced, integrated applications such as presence and integrated video.

E. A PBX architecture offers advanced, integrated applications such as presence and integrated video

Correct Answer: BD

QUESTION 6

Which two options are differentiators of the Cisco Collaboration Architecture? (Choose two.)

A. Collaboration tools are set up all at once

B. Ability of Cisco to integrate with many other collaboration solutions

C. Integration of Cisco Presence into the solution

D. Business-to-business extensibility

E. Prestige of the solution

Correct Answer: BD

QUESTION 7

Who uses Cisco Show and Share and Cisco WebEx Social for gaining and sharing information?

A. Customer

B. Knowledge worker

C. Mobile worker and teleworker

D. Contact center agent

Correct Answer: C

Reference: http://www.cisco.com/en/US/prod/collateral/ps10680/ps10683/ps10668/ solution_overview_c22-698483.pdf

QUESTION 8

Which list of the steps of migration is in the correct sequence?

A. Deploy Cisco Unified Communications service, deploy UC to the remote sites, deploy UC at the central site, deploy UC-ready IP infrastructure

B. Deploy UC-ready IP infrastructure, deploy Cisco Unified Communications service, deploy UC at the central site, deploy UC to the remote sites

C. Deploy Cisco Unified Communications service, deploy UC-ready IP infrastructure, deploy UC to the remote sites, deploy UC at the central site

D. Deploy UC-ready IP infrastructure, deploy Cisco Unified Communications service, deploy UC to the remote sites, deploy UC at the central site

Correct Answer: D

QUESTION 9

Which three statements about Cisco Unified Communications Manager are true? (Choose three.)

A. It supports the full range of collaboration services only on Cisco devices

B. It supports the full range of collaboration services on Cisco and third-party devices.

C. It is used only to support voice routing and calling

D. It replaces the analog technology of PBX with a centralized IP-based communications infrastructure.

E. It is at the center of the Cisco collaboration architecture.

F. It combines the analog technology of PBX with a centralized IP-based communications infrastructure.

Correct Answer: BDE

QUESTION 10

You are discussing unified communications applications with a customer. The same customer has also been approached by ShoreTel. The customer feels that the ShoreTel solution lacks complexity and is easy to use

Which response is best in this situation?

A. Cisco continuously enhances interfaces to simplify system administration and provide ease-of- use

B. The Cisco solution is complex, but Cisco has certified partners to provide practical advice and hands-on expertise

C. Cisco provides a complete solution and superior applications, therefore the complexity increases

D. Cisco provides a converged architecture that is simple and easy to use

Correct Answer: A

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