



700-038^{Q&As}

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QUESTION 1

Which two tools and resources can most efficiently help you to shorten the time to prepare the BOM? (Choose two)

- A. Cisco Collaboration Architecture Validated Designs
- B. Cisco Collaboration Competitive Edge Portal
- C. Cisco Collaboration Architecture resources on PEC
- D. Cisco Unified Workspace Licensing tool
- E. Cisco Smart Business Architecture

Correct Answer: AE

QUESTION 2

Vertical-oriented support tools are important when positioning Cisco Collaboration Architecture into a specific industry. Where can you find resources that help you address verticals?

- A. Cisco Learning Store
- B. Cisco Partner Central, under Sell and Market Cisco
- C. Cisco's Steps to Success
- D. Cisco Partner Education Connection, under Collaboration Architectures

Correct Answer: B

QUESTION 3

Which option is a next-generation agent and supervisor desktop that offers a user-centric design to enhance customer care satisfaction along with a collaborative experience?

- A. Cisco WebEx
- B. Cisco SocialMiner
- C. Cisco Finesse
- D. Cisco Jabber

Correct Answer: C



QUESTION 4

Which two of the following are reasons why it is important to clearly understand a customer's business model when preparing the Cisco Collaboration Architecture proposal for that customer? (Choose two)

- A. It helps to link Cisco Collaboration Architecture directly to that business model
- B. It presents how collaboration can increase efficiency and value creation
- C. It defines CapEx and OpEx parameters for easier definition of value proposition.
- D. It unveils the weaknesses of the customer's business model.
- E. It helps to show how to improve ROI and TCO, and align them with Cisco Collaboration Architecture.

Correct Answer: BE

QUESTION 5

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

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

Correct Answer: C

QUESTION 6

Which two options are ways by which collaboration has impacted the government sector? (Choose two.)

- A. improved safety and security
- B. increased employee productivity
- C. improved operations and impact
- D. anytime, anywhere learning
- E. growing loyalty

Correct Answer: AC



QUESTION 7

Which three options are assessment types for gap analysis? (Choose three)

- A. outsourcing assessments
- B. architectural assessments
- C. operational assessments
- D. business assessments
- E. technology assessments
- F. virtualization assessments

Correct Answer: BCE

QUESTION 8

Which option represents a megatrend in the marketplace that has impacted collaboration?

- A. dispersed workforces
- B. virtualization of the workplace
- C. device flexibility
- D. expertise on demand

Correct Answer: B

QUESTION 9

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

Correct Answer: BCE

QUESTION 10

Which statement best describes Cisco Smart Business Architecture?

- A. Cisco Smart Business Architecture is a set of modeling tools that help customers design their future Cisco Collaboration Architecture model
- B. Cisco Smart Business Architecture is a set of advanced design guides to help customers and partners design new advanced architectures.
- C. Cisco Smart Business Architecture is a solution-level series of step-by-step solution and architecture guides to help quickly and efficiently implement mainstream architectures.
- D. Similar to Cisco Validated Designs, Cisco Smart Business Architecture helps early adaptors to implement new technologies before they become mainstream technologies

Correct Answer: C

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