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QUESTION 1

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 2

Which two options represent the critical concerns of a desktop application manager regarding Cisco Collaboration Architecture\\'? (Choose two.)

A. Implementing instant messaging can become a security threat How secure is your Collaboration application?

B. I\\'m concerned about integration into our existing application infrastructure.

C. Can your Collaboration application self-diagnose problems?

D. I\\'m concerned about the reporting capabilities of your desktop collaboration application.

E. Collaboration sounds sophisticated, but how does this support our sales force?

Correct Answer: AB

QUESTION 3

Which three statements about Alcatel Lucent is correct? (Choose three)

A. The Aura architecture is Alcatel Lucent\\'s flagship architecture that joins their Service Provider portfolio together

B. Alcatel Lucent is Cisco\\'s closest competitor in IP based telephone handsets and mobile communications applications

C. Alcatel Lucent is Cisco\\'s closest competitor in Market Share of Carrier Routing and Switching

D. Alcatel Lucent\\'s core product is Service Provider Edge Routing equipment

E. The High Leverage Network (HLN) is Alcatel Lucent\\'s flagship architecture that joins their Service Provider portfolio together

Correct Answer: CDE

QUESTION 4

Which two options apply when you have a meeting with the telecommunications manager of an organization? (Choose two.)

A. The telecommunications manager is exclusively concerned with day-to-day issues, such as reporting, security, reliability, training, and processes.

B. The telecommunications manager\\'s major concern is the cost of the solution.

C. The telecommunications manager may have a long-standing relationship with a PBX competitor.

D. The telecommunications manager could be resistant because the IT department gets authority over the new system.

E. The telecommunications manager is concerned about how collaboration affects network management

Correct Answer: CD

QUESTION 5

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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