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QUESTION 1

Which of the following deployment scenarios will be most suitable for a customer that requires full telephony feature transparency, requires high availability and has two sites with 3000 IP phones connected via a low-delay connection?

A. Intermedia engine solution

B. Multisite WAN with centralized call processing

C. Multisite WAN with distributed call processing

D. Clustering over the IP WAN

Correct Answer: D

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

Which two collaboration strategies address today\\'s business challenges? (Choose two.)

A. Improve routine task automation with dedicated tools and systems

B. Establish a trust relationship and maintain customer intimacy at a distance.

C. Ensure an effective environment to store an increasing amount of input information

D. Ensure the security of voicemail messages.

E. Manage and support the blurring border between the work and personal worlds

Correct Answer: AE

QUESTION 4

Which collaborative quoting platform gives an account manager the autonomy to make deals and quote decisions from within a single workspace?

A. Cisco Partner Central

B. Cisco Commerce Workspace

C. Cisco Unified Communications Business Advisor

D. Cisco Smart Business Roadmap

Correct Answer: C

QUESTION 5

Which three options are important selling points for Cisco against Microsoft? (Choose three.)

A. Cisco better enables for mobility and deskless workers.

B. Cisco is well respected and is the only serious choice in collaboration.

C. Cisco Unified Presence can be integrated with Microsoft Office Communicator and Microsoft Lync.

D. Cisco has the maturity both in technology development and empirical deployment to scale to the requirements of large enterprises.

E. Cisco routers represent a competitive edge in remote offices.

F. Cisco provides unparalleled value to the managed service provider.

Correct Answer: ACD