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Advanced Collaboration Architecture Field Engineer Exam

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QUESTION 1

Cisco Collaboration Architecture differentiates from other solutions in terms of a unified workspace that creates a unique user experience. What is the main need of end users that needs to be addressed?

A. to have a centrally managed unified communication solution

B. to build up the architecture on any platform

C. to allow collaboration any time, on any device, and with any content

D. to ensure that telepresence is a mandatory part of any Cisco Collaboration Architecture

E. to establish appropriate security policies around collaboration applications

Correct Answer: C

QUESTION 2

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 3

What are two reasons for virtualizing Cisco Unified Communications applications? (Choose two)

A. lower configuration costs

B. reduce licensing costs

C. reduce carbon footprint

D. lower implementation costs

E. reduce cabling, rack space, and switch port costs

Correct Answer: CE

QUESTION 4

In terms of collaboration, which elements of the typical workday does a properly implemented collaboration architecture affect?

A. processes, culture, and technology

B. making sure that technology fulfills the requirements and expectations

C. processes mapping to the technology and culture

D. behavioral change influencing the right solution

E. customer trust, technology and validated designs

Correct Answer: A

QUESTION 5

Which two options should you keep in mind when presenting a solution for the business side to the non-IT executives? (Choose two)

A. They need to know how the collaboration architecture will help achieve their strategic goals.

B. They need detailed information about the different layers of the future collaboration architecture.

C. They need to understand the applications and services that you have embedded in your architectural design.

D. They need information on how collaboration architecture will be deployed and serviced.

E. They need to know how the collaboration architecture will provide benefits and support their operational business.

Correct Answer: AE

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