Exam Number/Code:700-104

Exam Name: Business Edition 6000 for Account Managers (BE6KAM)

Version: Demo

QUESTION NO: 1

Where in the value chain do collaboration architecture solutions bring the highest value to

businesses?

A. In human resources management processes

B. Infrastructure

C. In logistics processes

D. Within core business processes

Answer: A

QUESTION NO: 2

Which three of these are market trends that drive the need for an improved, more efficient

collaboration experience? (Choose three.)

A. automated order processing

B. conducting business globally across several or all time zones

C. effective HRM system

D. work anywhere, anytime, any device

E. inventory management

F. cloud services and social media

Answer: B,D,F

QUESTION NO: 3

Management style is a key factor in effective collaboration. How does management style

affect and help create a collaborative culture in an organization?

A. It ensures higher quality and performance.

B. It makes collaboration easy and natural.

C. It stores information logically.

D. It establishes collaboration as a corporate behaviour.

Answer: B

QUESTION NO: 4

Which three collaboration mechanisms increase customer satisfaction? (Choose three.)

- A. attractive TV advertisements
- B. variety of customer communication channels
- C. flexible, enhanced customer service processes
- D. effective mail and email communication
- E. frequent phone communication
- F. ability to access customer data from any device, anywhere

Answer: B,C,D

Reference: http://www.cisco.com/en/US/netsol/ns1007/architecture.html

QUESTION NO: 5

Which statement best describes the Cisco collaboration architecture?

A. It is a collaboration framework designed to integrate the existing collaboration functionalities of a customer with Cisco network infrastructure.

- B. It is a collaboration framework designed to support the collaboration needs of a typical large enterprise.
- C. It is a flexible collaboration framework designed to support any customer and any user collaboration needs.
- D. It is a flexible network framework designed to enable integration with the collaboration requirements of a customer.

Answer: A

QUESTION NO: 6

Which value does the Cisco Business Edition 6000 bring to midmarket businesses?

- A. adding video collaboration capabilities on top of the existing telephony system
- B. co-location with the existing telephony system
- C. advanced collaboration functionalities on a single server
- D. enhanced collaboration functionalities by adding only a few additional servers

Answer: A

Reference:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet _c78- 638921.html

QUESTION NO: 7

Which Cisco Unified Communications application provides voice messaging capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

Answer: D Reference:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet _c78- 638921.html (see Cisco Unity connection)

QUESTION NO: 8

Which Cisco Unified Communications application is designed to provide enhanced customer care capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

Answer: E Reference:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet c78- 638921.html

QUESTION NO: 9

Which three of these are major management pain points in relation to collaboration? (Choose three.)

- A. Manage customers, partners, and employees with different cultural backgrounds
- B. Manage IT networks to follow rapidly changing technology
- C. Respond to rapidly changing market trends
- D. Manage working with virtual teams and different time zones

E. Manage keeping organizational structure unchanged while adapting to new market trends

Answer: B,C,D

QUESTION NO: 10

In which three ways does Cisco accelerate the adoption of advanced collaboration tools? (Choose three.)

- A. With scalable collaboration deployment options
- B. By supporting business-to-business and business-to-customer collaboration capabilities
- C. With enhanced core network infrastructure functionalities
- D. By introducing Cisco data center unified computing functionalities to support collaboration requirements
- E. By enabling Cisco end-to-end collaboration deployments
- F. With cost-effective collaboration and business video solutions

Answer: B,E,F