

Cisco 646-230

**646-230 (AUCAM) Advanced Unified Communications
AM**

Practice Test

Version 1.6

QUESTION NO: 1

Which statement about Cisco Unified Communications Manager Express and Cisco Unified Communications Manager is correct?

- A. Cisco Unified Communications Manager is router-based and scales up to 24000 users.
- B. Cisco Unified Communications Manager is server-based and Cisco Unified Communications Manager Express scales up to 300 users.
- C. Cisco Unified Communications Manager Express is router-based and Cisco Unified Communications Manager scales up to 240 users.
- D. Cisco Unified Communications Manager is server-based and scales up to 24000 users.
- E. Cisco Unified Communications Manager Express is router-based and Cisco Unified Communications Manager scales up to 30000 users.

Answer: E

QUESTION NO: 2

A company's mission is to support its customers' technical needs. Its consultants work from home or on site. They must often work in teams to exchange information about new products and implementations.

Choose the Cisco Unified Communications tool, features, and functions that will best support this company's goal.

- A. Collaboration, bringing together voice, video, and web conferencing
- B. Contact Center solutions, delivering intelligent contact routing, desktop and telephony integration, and multichannel contact management
- C. Unified Messaging, delivering every voice, email, and fax message into a single inbox
- D. Presence, providing information about consultants, such as availability and busy status

Answer: A

QUESTION NO: 3

An operations manager compares the cost of upgrading their current system to the cost of implementing a fully-featured Cisco Unified Communications system. She objects that the upgrade may not be justifiable. Which two responses would most likely best answer to this objection? (Choose two.)

- A. Seamlessly integrating your current PBX infrastructure with a full IP solution is the best way to stay ahead of the competition.

- B. A Unified Communications solution will reduce more toll charges than an IP-enabled PBX.
- C. The scalability of Cisco Unified Communications solutions will enable you to stay a step ahead of the competition.
- D. Simply enabling the current system may not accomplish these business objectives.
- E. Accommodating unplanned growth and customer-driven changes can best be addressed with a distributed PBX solution.

Answer: C,D

QUESTION NO: 4

What are two features of Cisco Unity Express? (Choose two.)

- A. support for 12 languages
- B. full-featured voice mail
- C. IBM Lotus Domino or Microsoft Exchange message store
- D. scalable performance
- E. deployment flexibility

Answer: D,E

QUESTION NO: 5

A large chemical company with a limited capital expenditure budget is considering a much-needed investment in a converged IP network but is having trouble justifying the initial costs to management. Which solution would you recommend?

- A. purchase
- B. lease
- C. Cisco Unity Unified Messaging
- D. IP-enabled PBX

Answer: B

QUESTION NO: 6

A potential customer requests a reliable, cost-effective method of monitoring and evaluating the quality of voice in Cisco Unified Communications solutions. This customer needs a tool which continuously monitors active calls supported by the Cisco Unified Communications system and provides near-real-time notification when the voice quality of a call, represented as end-user experience expressed by a Mean Opinion Score, fails to meet a user-defined quality threshold.

Which of the following tools should an account manager propose?

- A. Cisco netManager Unified Communications
- B. Cisco Network Analysis Module
- C. Cisco Voice Provisioning Tool
- D. Cisco Smart Care Services
- E. Cisco Unified Service Monitor, which includes Cisco 1040 sensors

Answer: E

QUESTION NO: 7

Read the customer objection and select the two best answers. (Choose two.)

Telecommunications manager: Everyone knows that Cisco is good at data, but you simply do not have voice experience. None of your account managers, systems engineers, or professional service people truly understands the voice environment.

- A. I understand your concern, especially because we are so well known for data. In addition to our data experience, we are also very familiar with the voice environment. In fact, we helped invent voice technology.
- B. I am glad you brought that up! It is true that at one time, we were focused more on data than on voice. Today, however, Cisco has a large percentage of employees with voice experience.
- C. Thank you for mentioning that point. Because our focus is on QoS, which is currently not supported by the Internet, people often believe that Cisco has no voice experience.
- D. That is a valid concern, and I would like to address it. While it is true that we are strong in the data arena, we are also actively and aggressively investing in staff voice skills, and also recruiting the finest voice professionals in the market. The strength of our voice team has brought us a great deal of respect in the marketplace.

Answer: B,D

QUESTION NO: 8

Based on the scenario below, what is the primary need of the finance manager?

Account Manager: Have you considered the potential TCO savings that you can achieve with a Unified Communications upgrade?

Finance manager: To some degree, yes, but it sounds like a big investment, not only in terms of technology, but even more so in terms of staff and maintenance.