Cisco

Exam 700-101

Business Edition 6000 for Sales Engineers

Version: 7.1

[Total Questions: 54]

Question No : 1

Which Cisco Unified Communications deployment options are best suited for midsize businesses?

A. Cisco Unified Communications on other servers
B. Cisco Unified Communications on Cisco UCS specification-based
C. Cisco Unified Communications on Cisco UCS TRC
D. Cisco Business Edition 6000

Answer: D

Reference: http://www.cisco.com/en/US/products/ps11369/index.html

Question No : 2

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: C

Explanation:

Business Edition 6000 for Account Managers (BE6KAM) PEC Training Customer Care Deployment Models Answers shown on slide are hunt group, attendant console, and contact center express.

Question No : 3

Which three of these are business benefits of Cisco Business Edition 6000 virtualization? (Choose three.)

A. faster return on investment through server consolidation

B. applications deployed across multiple physical servers

C. fixed solution aligned with fixed business strategy

D. easy installation and upgrade

E. single physical server deployment

F. support for third-party management platforms

Answer: A,D,E

Question No : 4

Which three are Cisco differentiators when comparing with competitors in collaboration technology? (Choose three)

A. Cisco is a dominant leader in the collaboration industry, the only one with architectural vision.

B. Only Cisco can provide a complete product and services portfolio for collaboration solutions.

C. Unlike other competitors in unified communications, Cisco also delivers its own networking and data center solutions.

D. Cisco works closely with an industry-leading network of partners and resellers and does not compete with them.

E. Only Cisco can deliver integrated telepresence solutions.

Answer: B,C,D

Explanation:

Business Edition 6000 for Account Managers (BE6KAM) PEC Training Cisco

Differentiators

Question No : 5

Which two statements are true when comparing Cisco and Microsoft unified communications solutions? (Choose two)

A. Microsoft Lync is free. Licenses are included in other Microsoft bundles, so no incremental costs are required to deploy the full collaboration solution.

B. Only Cisco can offer an entirely end-to-end collaboration solution.

C. Both Cisco and Microsoft provide award-winning, 24-hour, around-the-globe technical support for a complete set of collaboration solutions.
D. Cisco Jabber ensures the same user experience on any device and any operating system.

Answer: B,D

Question No : 6

Which endpoints and clients are supported on applications that are included under the Cisco Business Edition 6000 umbrella?

A. all Cisco voice and video endpoints except Cisco TelePresence room systems
B. all Cisco voice and video endpoints except Cisco TelePresence EX Series and Cisco TelePresence EX Series and Cisco Telepresence room systems
C. all Cisco voice and video endpoints except 802.11 Wi-Fi endpoints
D. all Cisco voice and video endpoints

Answer: D

Explanation:

Business Edition 6000 for Account Managers (BE6KAM) PEC Training Supporting How You Want to Work and Interact Cisco IP Endpoint and Client Portfolio.

Question No : 7

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

A. Flexible enhanced customer service processes
B. Attractive TV advertisements
C. Variety of customer communication channels
D. Effective mail and email communication
E. Frequent phone communication
F. Ability to access customer data from any device, anywhere

Answer: A,C,F

Explanation:

Business Edition 6000 for Account Managers (BE6KAM) PEC Training Customer Success and Stickiness

Question No : 8

Cisco Unified Communications Manager supports native call queuing. Native call queuing is a subset of functionalities of which other full-featured unified communications application?

A. Cisco Unified Contact Center Express
B. Cisco Emergency Responder
C. Cisco Unity Connection
D. Cisco Unified Attendant Console
E. Cisco TelePresence Video Communication Server

Answer: A

Explanation:
Business Edition 6000 for System Engineers (BE6KSE) PEC Training CBE6000 Native Call Queuing (in audio stream)

Question No : 9

In which layer of Cisco Unified Communications system architecture do voice and video endpoints reside?

A. Applications and services
B. Call control
C. Call routing
D. Networking
E. Operations and serviceability

Answer: B

Explanation:
Business Edition 6000 for System Engineers (BE6KSE) PEC Training Architecture of the Cisco Unified Communications System