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Question 1

Question Type: MultipleChoice

Which benefit of the Cisco Spark Hybrid Call Service, Call Service aware is true?

Options:

- A-** It allows users to make and receive calls on their Cisco device or Spark application using the same dialing procedure as with on-premises registered endpoints.
- B-** It allows third-party endpoints to register to the Cisco Spark Cloud.
- C-** It allows the Cisco Spark App to register to the Cisco Unified Communication Manager.
- D-** It allows simple screen sharing between the two users.

Answer:

D

Question 2

Question Type: MultipleChoice

Which description of how to access a Cisco WebEx personal meeting room is true?

Options:

- A- Use only the web client.
- B- Web clients can always be used. Video TelePresence endpoints can also be used if your WebEx site supports video conferencing.
- C- Use only video TelePresence endpoints.
- D- Use all video TelePresence endpoints or all web clients, depending on how you schedule your meetings.

Answer:

B

Question 3

Question Type: MultipleChoice

Which statement best describes Cisco WebEx Meeting Center?

Options:

- A-** It supports high-definition video at 1080p30 resolution using the H.264 codec.
- B-** It is a premium cloud-based product in the Cisco portfolio
- C-** The audio connection can be deployed only with a dedicated phone using the dial-in feature across the Public Switched Telephone Network.
- D-** It is an on-premises Software-as-a-Service solution.

Answer:

A

Question 4

Question Type: MultipleChoice

Which option do you select in the WebEx toolbar in Outlook to invite people to your Personal Room?

Options:

- A-** Select Schedule Personal Room Meeting.

B- Select Schedule WebEx Meeting

C- Select Invite and Remind

D- Select Meet Now

Answer:

A

Question 5

Question Type: MultipleChoice

Which product in the Cisco Spark Flex Plan offers advanced multimodal firewall traversal for mobile and remote access to unified communications services?

Options:

A- Cisco Meeting Server

B- Cisco Unified Communications Server

C- Cisco Expressway Series Servers

D- Cisco Unified Connection Server

Answer:

C

Question 6

Question Type: MultipleChoice

Which factor has kept customers from turning away from contact centers in the past?

Options:

A- poorly designed scripts

B- ineffective IVR designs

C- speaking to a representative

D- automated systems

Answer:

C

Question 7

Question Type: MultipleChoice

Which manager tools option is available in the Cisco WebEx Support Center?

Options:

- A- Set up queues with rules-based routing, by availability or skill set.
- B- Provide notification when a customer is in your queue.
- C- Send out a post-survey and notes
- D- Allow technicians to reboot and reconnect.

Answer:

A

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