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Question Type: MultipleChoice

Cisco offers customer care solutions for contact centers. Which option is not correct?

Options:

A- Cisco Remote Expert Mobile

- **B-** Cisco Inbound Option
- C- Cisco Unified call studio
- **D-** Cisco Outbound Option

Answer:

В

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_11_5_1/User/Guide/ucce_b_outbound-option-guide-for-ucce_chapter_01.html?bookSearch=true

Question Type: MultipleChoice

In terms of SMART Business outcomes, what does the "S" stands for?

Options:

- A- Strategic
- B- Short
- C- Structured
- **D-** Specific

Answer:

D

Explanation:

Specific, Measureable, Achievable, Realistic/Relevant, Timebound

Question Type: MultipleChoice

Cisco's goal is to share methodology, tools and prescriptive guidance to help their partners build their own customer success practice. What are some of the partner resources?

Options:

- A- Launch hub, services hub, Cisco ready, marketing velocity
- B- Launch hub, services hub and marketing velocity
- C- Cisco ready, launch hub and services hub
- D- Launch hub and services hub

Answer:

А

Explanation:

Question Type: MultipleChoice

Cisco's products and solutions are based on an open network architecture. Which of the following is not a principal technology?

Options:

A- Multi vendor orchestration

B-4G Networks

C- Model driven telemetry

D- Real-time analytics

Answer:

Explanation:

https://www.cisco.com/c/en/us/solutions/service-provider/virtualization-automation.html#~stickynav=1

https://www.cisco.com/c/en/us/solutions/service-provider/virtualization-automation.html

Question 5

Question Type: MultipleChoice

Which group makes up Cisco's collaboration portfolio?

Options:

- A- customer care, conferencing, team innovation, and telepresence
- B- unified communications, customer care, conferencing, and collaboration endpoints
- C- unified communications, customer care, team innovation, and conferencing
- D- unified communications, customer care, team innovation, and collaboration endpoints

Answer:

В

Explanation:

https://www.cisco.com/c/en/us/solutions/collaboration/index.html#~stickynav=2

Question 6

Question Type: MultipleChoice

In terms of infrastructure, the DNA centre is powered by 3 key engines. Which is the correct group?

Options:

- A- Context, Automation, Networking
- B- Policy, Context, Analytics
- C- Policy, Automation, Analytics

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С

Explanation:

https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/dna-center/nb-09-dna-center-data-sheet-cte-en.html

Question 7

Question Type: MultipleChoice

Cisco has a five-phased cloud plan. Which of the following is not one of the phases?

Options:

A- Cloud Native Stacks

- **B-** Containers and Analytics
- C- Multi-cloud management
- **D-** Application renewal

Answer:

D

Explanation:

https://www.cisco.com/c/dam/m/en_emear/events/2016/emeardcpc2016/pdfs/day_3/Cisco_s_Cloud_Strategy-Dowdy_Ulander.pdf

Question 8

Question Type: MultipleChoice

Cisco fog delivers business outcomes. Which is not one of the outcomes mentioned in the slides?

Options:

- A- Improve operational effectiveness
- B- Gain new revenue streams
- C- Increase product quantity
- D- Increase customer satisfaction and trust

Answer:

С

Explanation:

https://www.cisco.com/c/en/us/solutions/internet-of-things/iot-data-analytics.html

Question 9

Question Type: MultipleChoice

Cisco Identity Services Engine (ISE) is a network administration product that enables the creation and enforcement of security and access policies for endpoint devices connected to a company's routers and switches. Which of the following is not a benefit?

Options:

- A- Control all access from one place
- **B-** Destroy malware
- C- See and share rich user and device details
- **D-** Stop and contain threats

Answer:

В

Explanation:

https://www.cisco.com/c/en_hk/products/security/identity-services-engine/index.html

https://www.ciscolive.com/c/dam/r/ciscolive/us/docs/2018/pdf/BRKCRT-2902.pdf

Question 10

Question Type: MultipleChoice

A business requirement is something that is needed by business stakeholders. Business achievements should achieve the following except for?

Options:

- A- Reflected in a business requirements document
- B- Provides the overall direction of the business
- C- Provide value to the business
- D- Describe what the business needs

Answer:

А

Explanation:

https://community.cisco.com/legacyfs/online/ccde_9781587144615_chapter1.pdf

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