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Question 1

Question Type: MultipleChoice

Which sales step identifies products that you think benefit the customer needs the most?

Options:

A- education

B- qualification

C- introduction

D- rapport

Answer:

A

Question 2

Question Type: MultipleChoice

Which option lists steps to every sale?

Options:

A- qualification and rapport

B- rapport and awareness

C- introduction and qualification

D- awareness and education

Answer:

A

Question 3

Question Type: MultipleChoice

How many user profiles does the Cisco UCL Enhanced Plus support?

Options:

A- 10

B- 1

C- 5

D- 2

Answer:

B

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_0_1/ccmfeat/CUCM_BK_F3AC1C0F_00_cucm-features-services-guide-100/CUCM_BK_F3AC1C0F_00_cucm-features-services-guide-100_chapter_0100101.html

Question 4

Question Type: MultipleChoice

Which company can supply and support a full next-generation meeting deployment?

Options:

A- Cisco

B- Polycom

C- Microsoft

D- Zoom

Answer:

A

Question 5

Question Type: MultipleChoice

Which expense is typically the highest for almost all companies?

Options:

A- travel

B- facilities

C- human resources

D- entertainment

Answer:

C

Question 6

Question Type: MultipleChoice

Which SWSS offer allows customers to choose the right level of service for on-premises, cloud, and hybrid environments?

Options:

A- Enhanced SWSS

B- Unified Communications SWSS

C- Lifecycle SWSS

D- Cisco Spark and WebEx SWSS

Answer:

D

Question 7

Question Type: MultipleChoice

Which option do all aspects of the Unified Communications and Collaboration system rely on?

Options:

A- licensing that is purchased

B- administrator security rights

C- proper design and deployment of the system architecture

D- proper delegation of tasks during the sales cycle and deployment

Answer:

C

Explanation:

All aspects of the Unified Communications and Collaboration System, including call routing, call control, applications and services, and operations and serviceability, rely heavily on proper design and deployment of the system architecture.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/srnd/collab09/clb09/ovarchit.pdf

Question 8

Question Type: MultipleChoice

Which Cisco product is a premised-based, cloud-managed telephone platform that targets the SMB market for partner recurring revenue?

Options:

A- Cisco Hybrid Media Services

B- Cisco Business Edition 6000

C- Cisco Spark Flex Plan

D- Cisco Business Edition 4000

Answer:

D

Explanation:

Cisco launched a new premise-based, cloud-managed telephony platform targeting the SMB market. The new Cisco Business Edition 4000 provides affordable telephony and voice mail for up to 200 devices, according to Trollope.

<https://www.crn.com/slide-shows/networking/300082686/5-new-cisco-collaboration-plays-aimed-at-driving-sales-recurring-revenue-for-partners.htm/pgno/0/1>

Question 9

Question Type: MultipleChoice

Which Cisco platform provides all of the applications and integrations that other vendors have built?

Options:

- A- Hybrid Media Services
- B- Cisco API and Bot Plan
- C- Spark Depot Marketplace
- D- Cisco Spark Flex Plan

Answer:

C

Explanation:

<https://blogs.cisco.com/collaboration/discover-cisco-spark-depot>

Question 10

Question Type: MultipleChoice

How can you drive modernization within your customer's existing environment?

Options:

- A- Hire an external consultant to convince the customer to modernize.
- B- Provide support to end of sale products.
- C- Remind customers that their competitors are modernizing.
- D- Remind customers that they reduce operational risk by keeping current products with current support

Answer:

D

Question 11

Question Type: MultipleChoice

Which design resource allows you and the customer to view examples of collaboration solutions based on scenarios products, or experiences?

Options:

- A- Project Workplace
- B- HCS Configuration tool
- C- Virtual Machine Placement tool
- D- Quick Pricing tool

Answer:

A

Explanation:

<https://projectworkplace.cisco.com/#/en-us>

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