

Advanced Collaboration Architecture System Engineer Exam

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650-369 - PSACASE

Advanced Collaboration Architecture System Engineer Exam

Version 6

60 Questions - 01.06.2012

Exam A

QUESTION 1

Which of the following is the last step when mapping business requirements with Cisco Collaboration Architecture?

- A. Map collaboration maps (diagrams) with Cisco Collaboration Architecture.
- B. Map process flow tasks with the collaboration map.
- C. Map important technical KPIs with customer process flow.
- D. Map value chain and value network with Cisco Collaboration Architecture applications.
- E. Map business model elements with the value chain

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Which two statements about on-premise collaboration solutions are true?(Choose two)

- A. Meetings are delivered as a software-as-a-service.
- B. The solutions provide low, predictable monthly costs.
- C. Customers do not need large upfront investments.
- D. There is no hardware to buy and no software to install.
- E. These solutions facilitate cost savings in case of heavy usage.
- F. Conferencing-related transport costs and service fees can be reduced.

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which two customer statements most strongly present business ROI?

- A. With Cisco Collaboration, we can roll out extension mobility and bring unified communications features to the mobile device.
- B. Cisco TelePresence, as part of the collaboration architecture, will reduce travel costs for the management board.
- C. Cisco Collaboration helps us to increase the productivity of our sales force and to gain new revenue streams through new customers.
- D. Cisco Collaboration, we will engage quicker with third-party suppliers and will shorten go-to-market time for innovative products globally.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

Where will an account manager find historical and current information about competitors around Cisco Collaboration?

- A. The Cisco Quote Builder tool
- B. Steps to Success
- C. Quick Start Guide for Cisco Collaboration
- D. Cisco competitive Edge Portal
- E. Cisco Collaboration business case

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Services are creating additional revenue. In which way can Cisco partners benefit from offering a wide range of collaboration-related services?

- A. Increase their revenues by selling a full range of Cisco collaboration services.
- B. Offer Cisco and partner-provided services that support customers and improve their market differentiation, thus increasing their revenues.
- C. Get Cisco Collaboration ATP certification to be allowed to deliver additional services and increase revenue by sales commission.
- D. Offer a full range of Cisco services delivered through Cisco Advanced Services and increase revenue by sales commission.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Which two of the following collaboration strategies address today's business challenges?(Choose two.) Select exactly 2 answer(s) from the following:



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- A. Improve routine task automation with dedicated tools and systems
- B. Establish trust relationship and maintain customer intimacy at a distance
- C. Ensure effective environment to store increasing amount of input information
- D. Ensure closer in-person relationship with the customer
- E. Effectively manage and support the blurring border between work and personal worlds

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Vertical-oriented support tools are important when positioning Cisco Collaboration Architecture into a specific industry. Where can you find resources that help you address verticals? Select exactly 1 answer(s) from the following:

- A. Cisco Partner Central, under Sell & Market Cisco
- B. Cisco's Steps to Success
- C. Cisco Learning Store
- D. Cisco Partner Education Connection, under Collaboration Architectures

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Which of the following is the proper response to an IT manager objection about the security of a Cisco Collaboration Architecture? Select exactly 1 answer(s) from the following:

- A. Security is an integral part of the Cisco Collaboration Architecture and is built into various components rather than as a separate layer of defense.
- B. Total security is an illusion; every solution is vulnerable to a certain extent.
- C. A single-vendor Cisco Collaboration Architecture is by nature more secure than a best-of-breed solution that integrates different systems.
- D. Cisco uses third-party applications to secure collaboration solutions appropriately.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

Which feature in Cisco WebEx is the most important differentiator compared to other vendor in the collaboration technology? Select exactly 1 answer(s) from the following:

- A. Cisco WebEx is always installed on-premises.
- B. With an account, everyone can join Cisco WebEx meetings.
- C. Cisco WebEx could be installed or collocated with Cisco Unified Communications Manager.
- D. Web conferencing service is delivered over a proprietary network, which is optimized for security, performance, and reliability.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

In terms of collaboration, which elements of the typical workday does a properly implemented collaboration architecture affect? Select exactly 1 answer(s) from the following:

- A. Customer trust, technology, and validated designs
- B. Processes, culture, and technology
- C. Making sure that technology fulfills the requirements and expectations
- D. Processes mapping to the technology and culture
- E. Behavioral change influencing the right solution

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Which two tools and resources can most efficiently help you to shorten the time to prepare the BOM? (Choose two.) Select exactly 2 answer(s) from the following:

- A. Cisco Collaboration Architecture resources on PEC
- B. Cisco Collaboration Architecture Validated Designs
- C. Cisco Collaboration Competitive Edge Portal
- D. Cisco Unified Workspace Licensing tool
- E. Cisco Smart Business Architecture

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

Your customer wants to offer Cisco Smart Care, Why is it important to have sophisticated management tools, such as Cisco Monitor Manager or Cisco Monitor Director, to offer this service? Select exactly 1 answer(s) from the following:

- A. Cisco Smart Care is a responsive service.
- B. These management tools are suited to manage various service contracts from different customers.
- C. These management tools enable views into potential problems before they impact a customer's business.
- D. With sophisticated management tools, you can open cases at Cisco TAC.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

Why is collaboration such an important trend in the economy? Select exactly 1 answer(s) from the following:

- A. It opens new opportunities in global trade by offering different communication and collaboration channels.
- B. It efficiently connects suppliers with customers and raises customer satisfaction.
- C. It can help reduce costs for communications globally.
- D. It can help increase the productivity of those processes and jobs that cannot be automated.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

In which way does the Cisco Collaboration Architecture influence the creation of a value network? Select exactly 1 answer(s) from the following:

- A. Effective collaboration between the supplier and customer in the value chain contributes to the quality of information exchange.
- B. The network architecture that is established between organizations impacts the quality and performance of sharing services and goods in the value network.
- C. The quality and performance of collaboration throughout the value network impacts effective information exchange between organizations.
- D. The ineffectiveness of collaboration in value chain influences effective information exchange in the organization.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Which application helps knowledge workers to gain and share information with others, inside and outside the organization? Select exactly 1 answer(s) from the following:

- A. Cisco TelePresence presents project progress in front of the management board.
- B. The Cisco Unified Computing System stores all project-based data and makes it available independent of time and location.
- C. Cisco WebEx Connect is a platform for collaborating via IM and escalation to WebEx meetings.
- D. Cisco Unified Mobility makes data available while not at the desk.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Which two of the following are the major concerns of a desktop application manager who deploys a Cisco solution? (Choose two) Select exactly 2 answer(s) from the following:

- A. huge employee training efforts while rolling out new collaboration services from Cisco
- B. how to connect a Cisco Collaboration Architecture to existing databases

- C. security issues of the Cisco Collaboration applications
- D. missing Cisco knowledge of the desktop application managers
- E. integration with existing systems such as ERP or CRM

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

When the telecommunication manager states that the existing digital phone system is delivering various features, what would be an appropriate answer? Select exactly 1 answer(s) from the following:

- A. Cisco Collaboration is more than just telephony; it is an elevating solution that will change the way employees work and interact.
- B. Cisco Collaboration supports voice networks for a much lower cost than the existing phone system.
- C. Cisco Collaboration integrates the existing phone system seamlessly.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

What is the single best set of benefits form a Cisco switched campus solution? Select exactly 1 answer(s) from the following:

- A. Streamlined communications, customer responsiveness, and operational efficiency
- B. Software-based routing capabilities and enhanced QoS
- C. Network intelligence, enhanced QoS, borderless security, availability, resiliency
- D. Intelligent network devices combined with integrated application modules

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Which part of the ROI stack has the biggest impact on value creation? Select exactly 1 answer(s) from the following:

- A. management ROI
- B. communication ROI
- C. business ROI
- D. operational ROI
- E. strategic ROI

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Many tasks in an organization's processes require collaboration. Which two of the following will you need to uncover from the customer to evaluate the relevance and to properly position Cisco Collaboration Architecture? (Choose two.) Select exactly 2 answer(s) from the following:

- A. available network bandwidth between core processes departments
- B. importance of interaction to perform the task
- C. persons that are performing these tasks
- D. resources that are required to perform these tasks
- E. type of information to be shared between involved parties

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which two of the following are main differentiators of the Cisco Collaboration Architecture? (Choose two) Select exactly 2 answer(s) from the following:

- A. integration of presence into the solution
- B. ability of Cisco to integrate with many other collaboration solutions
- C. business-to-business extensibility
- D. overall cost of the solution

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Where will an architect find the largest source of case studies, white papers, demonstrations, and vertical-oriented information around Cisco Collaboration Architecture? Select exactly 1 answer(s) from the following:

- A. Quick Start for Cisco Collaboration
- B. Collaboration Business Case
- C. Cisco Quote Builder
- D. Cisco's Steps to Success
- E. Competitive Edge Portal

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Cisco Collaboration Architecture differentiates from other solutions in terms of a unified workspace that creates a unique user experience. What is the main need of end users that needs to be addressed? Select exactly 1 answer(s) from the following:

- A. to have a centrally managed unified communication solution
- B. to build up the architecture on any platform
- C. to ensure that telepresence is a mandatory part of any Cisco Collaboration Architecture
- D. to allow collaboration any time, on any device, and with any content
- E. to establish appropriate security policies around collaboration applications

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

What are two benefits of the Cisco Unified IP Phones 9900 Series? (Choose two.) Select exactly 2 answer(s) from the following:

- A. There is an option for an integrated video camera.
- B. The phones reduce communications delays with rich presence and contact information.
- C. All phones support up to three expansion modules.
- D. They deliver high-definition voice.
- E. The Cisco Unified IP Phone 9900 is a softphone.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Which of the following deployment scenarios will be most suitable for a customer that requires telephony feature transparency, requires high availability and has two sites with 3000 IP phones connected via a low-delay connection? Select exactly 1 answer(s) from the following:

- A. intermedia engine solution
- B. multisite WAN with centralized call processing
- C. clustering over the IP WAN
- D. multisite WAN with distributed call processing

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Which of the following statement best describes the capability to enable any-to-any collaboration as one of the key Cisco collaboration differentiators? Select exactly 1 answer(s) from the following:

- A. Enable a unique and effective collaboration workspace.
- B. Enable seamless voice communication as standard for business communication.
- C. Enable people to collaborate securely using any suitable endpoint device to exchange information.
- D. Enable voice, video, Web, and customer care collaboration applications across different cloud deployment models

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

A potential client wants to know more about the differences between Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, and Cisco Unified Communications Manager Express. Which three statements would you make to the client? (Choose three.) Select exactly 3 answer(s) from the following:

- A. Cisco Unified Communications Manager Express supports intergrated messaging without any extra hardware.
- B. Cisco Unified Communications Manager Express is installed on a single highly reliable server, such as the Cisco MCS.
- C. Cisco Unified Communications Manager supports additional high availability through a clustering mechanism.
- D. Cisco Unified Communications Manager contain voice, messaging, mobility, and video capabilities integrated as an all-in-one system on a single server.
- E. Cisco Unified Communications Manager Business Edition supports redundancy only through SRST.
- F. Cisco Unified Communications Manager Express provides call processing for as few as 15 and as many as 450 Cisco Unified IP phones.

Correct Answer: CEF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Which of the following is the main reason to start a customer opportunity design with an assessment approach? Select exactly 1 answer(s) form the following:

- A. to identify additional revenue
- B. to identify the starting point of an architecture roadmap
- C. to gain the trust of the customer
- D. The Open Group Architecture Framework requirement

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Which two Cisco collaboration functions are significantly improved by introducing Jabber technology? (Choose two.) Select exactly 2 answer(s) from the following:

- A. messaging
- B. social networking software
- C. conferencing
- D. presence
- E. IP communications

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

How would you respond to a customer's statement that the contact solutions has already been available for years? Select exactly 1 answer(s) from the following:

- A. Only a formal contact center has been available, not informal.
- B. The evolving contact center allows social customer engagement.
- C. The evolving contact center offers newer IP phones.
- D. Only an outbound contact center has been available, not inbound.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Which three statements about the Cisco Voice Messaging portfolio are true? (Choose three)

- A. Cisco Unity Express could be installed on a Cisco MCS server.
- B. Cisco Unity Express offers integrated autoattendant capabilities.
- C. Cisco Unity Express supports up to 500 mailboxes.
- D. Cisco Unity Connection supports up to 20,000 mailboxes per server.

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Why is the financial manager an integral part of the decision-making process?

- A. The financial manager is the influencer in the informal buying center.
- B. One of the financial manager duties is to negotiate ever new investment with the supplier.
- C. The financial manager is responsible for buying new infrastructure equipment in a company.
- D. The financial manager is appointed to appraise potential investments.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which two of the following market trends are so- called megatrends that create strategy, strategic goals, and business drivers for an organization? (Choose two)

- A. Globalization
- B. Virtualization
- C. Cloud services
- D. Social networking
- E. OpEx and Cap Ex management
- F. Technological development

Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

A potential client wants to know more about the convergence of voice and data

- A. What would you tell the client about why convergence is important?
- B. The Internet is rapidly evolving.
- C. Flexibility, adaptability, and simplified maintenance are supported in converged networks.
- D. Convergence will offer differentiated solutions.
- E. Organizational and management costs decrease in separated networks.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Which two of the following are typically part of a Cisco Collaboration Architecture services proposal? (Choose two)

- A. Medianet readiness assessment service
- B. Collaboration dashboard services
- C. Compliance strategy consulting services
- D. Network security readiness assessment
- E. End- user documentation services

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

In which mode of operation does Cisco Unified Presence operate as an IM and presence server, supporting Cisco Unified Communications clients such as Cisco Unified Personal Communicator?

- A. Standalone Cisco Unified Communications Manager
- B. Microsoft Office interoperability mode
- C. SIP proxy mode
- D. Cisco Unified Communications mode

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Which statement about migrating to Cisco Unified Communications is true?

- A. A phased migration is best suited for single-site deployments, whereas a parallel cutover is better for multisite deployments.
- B. If something unexpected occurs, the phased migration provides a back-out plan that allows you to revert, with minimal effort, to the previous system, which is essentially still intact.
- C. A phased migration allows you to revert, with minimal effort, to the previous system.
- D. A phased migration purchases individual components of the system as and when they are needed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

What are two generic features of value creation? (Choose two)

- A. Shorten the corporate value chain
- B. Optimize the security of corporate data
- C. Increase margins through reduced costs in the value chain
- D. Enhance the productivity of corporate management
- E. Create new revenue streams

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

What are two reasons for virtualizing Cisco communications applications? (Choose two)

- A. Lower configuration costs
- B. Deduce licensing costs
- C. Lower implementation costs
- D. Reduce cabling, rack space, and switch port costs
- E. Reduce carbon footprint

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

In which two ways can Cisco Collaboration Architecture help improve customer satisfaction as one of the key business drivers of an organization? (Choose two)

- A. Cisco WebEx and Cisco Tele Presence help create new dimensions of collaboration processes with customers.
- B. Cisco advanced applications for mobile network providers improve mobile communications capabilities.
- C. Cisco Unified Contact Center Express helps create a completely new service experience for customers.
- D. Cisco support of Twitter tweets and Facebook groups helps improve effective business collaboration with customers.
- E. Cisco secure networking can improve customer intimacy at a distance.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which statement best describes Cisco Smart Business Architecture?

- A. Cisco Smart Business Architecture is a set of modeling tools that help customers design their future Cisco Collaboration Architecture model.
- B. Similar to Cisco Validated Designs, Cisco Smart Business Architecture helps early adopters to implement new technologies before they become mainstream technologies.
- C. Cisco Smart Business Architecture is a set of advanced design guides to help customers and partners design new advanced architectures.
- D. Cisco Smart Business Architecture is a solution-level series of step-by-step solution and architecture guides to help quickly and efficiently implement mainstream architectures.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which of the following solutions is most often presented in the healthcare vertical?

- A. Energy Efficiency

- B. Customer Retention
- C. Customer Experience Transformation
- D. Mobile warehouse Management
- E. Cisco Expert on Demand

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Which of the following is a reason why it is important to identify and collect business KPIs when designing the Cisco collaboration Architecture?

- A. To be able propose how the business model can be improved by using Cisco Collaboration Architecture
- B. To be able to understand the customer' s processes, partners, business model, strategy, and vision
- C. To be able identify the weakest building blocks of the business model and propose Cisco Collaboration Architecture for that building block
- D. To be able to translate features and functionalities of Cisco Collaboration Architecture in to benefits for measured KPIs

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

What are two benefits of Cisco Unified Mobile Communicator solutions? (Choose two)

- A. The ability to join Cisco WebEx meetings remotely with a variety of smart phones
- B. Keeping mobile cost under control
- C. Implementing the Cisco Unified Wireless IP phone 7925G as a full- featured GSM phone
- D. Deployment simplicity
- E. Elimination of desktop phones

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Which two of the following are benefits of introducing partner services to the customer? (Choose two)

- A. Increasing partner discount on Cisco products
- B. increasing margin on Cisco services
- C. Increasing partner revenues
- D. Increasing customer intimacy
- E. Reducing partner TCO and improving partner ROI

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

In which two ways does Cisco Unified Workspace Licensing help organizations to maximize the potential unified communications? (Choose two)

- A. Cisco Unified Workspace Licensing allows integration of video and the Cisco Unified IP Phones 9900 Series.
- B. Cisco Unified Workspace Licensing bundles various applications in one.
- C. Cisco Unified Workspace Licensing allows you to download all Cisco Unified Communications software.
- D. Cisco Unified Workspace Licensing allow you to integrate Microsoft Office Communicator for presence information.
- E. Cisco Unified Workspace Licensing gives you the opportunity to deliver the full suite of Cisco Unified Communications applications to all users.

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Where will an account manager find the largest source of case studies, whitepapers, demos, and vertical-oriented information around Cisco Collaboration?

- A. Steps to Success
- B. The Cisco Quote Builder tool
- C. Cisco Collaboration business case
- D. Quick Start Guide for Cisco Collaboration
- E. Cisco Competitive Edge Portal

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Which two statements describe how Cisco Validated Designs help to build BOM faster? (Choose two)

- A. CVDs are used by Cisco Architects to preparation process.
- B. Include BOM tools that simplify the BOM preparation process.
- C. Cross- architectural aspects assist with proper design.
- D. Proven, tested designs ensure BOM will not change frequently.
- E. Focus on one architecture to make the solution and the BOM less complex.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Which two of the following are reasons why it is important to clearly understand a customer' s business model when preparing the Cisco Collaboration Architecture proposal for that customer? (Choose two)

- A. It helps to link Cisco Collaboration Architecture directly to that business model.
- B. It unveils the weaknesses of the customer' s business model.
- C. It presents how collaboration can increase efficiency and value creation.
- D. It helps to show how to improve ROI and TCO, and align them with Cisco Collaboration Architecture
- E. It defines CapEx and Op Ex and parameters for easier definition of value proposition.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Which of the following is a main business requirement in the financial services industry?

- A. Reduce time to market for new innovative financial products
- B. High-performance trading
- C. Integration of financial trading applications at the desktop
- D. Lower IT expenses through virtualization
- E. Customer retention

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Security plays an essential role in the Cisco Collaboration Architecture .In which layers of the Cisco Collaboration Architecture is security implemented?

- A. Cisco security solutions are integrated into the infrastructure layer and partially into the collaboration services layer.
- B. Cisco provides advanced security solutions in the infrastructure and collaboration service layer while the collaboration applications layer security is ensured by third-party solutions.
- C. Security is implemented in all the layers except in the medianet services interface layer.
- D. Advanced Cisco security solutions are implemented in all layers of the Cisco Collaboration Architecture model.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

How can Cisco collaboration service layer of Cisco Collaboration Architecture help managers to measure KPIs?

- A. Cisco Collaboration service and infrastructure layers compose Cisco Collaboration Architecture that improves technical KPIs.
- B. Conferencing, IP communications, telepresence, and other Cisco Collaboration services deliver additional information to show the increased business performance.
- C. The Cisco Collaboration services layer is a standalone element of Cisco Collaboration Architecture and delivers services that directly improve business KPIs.
- D. The Cisco Collaboration services layer delivers additional performance information to demonstrate increased business performance.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Which statement best describes how Cisco Collaboration Architecture can help to improve business performance in the value network?

- A. Cisco Collaboration Architecture deployment in an organization must be designed to improve business performance, regardless of the value network collaboration performance.
- B. Correctly designed Cisco Collaboration Architecture deployment in an organization improves effective collaboration with supply chain and channels.
- C. Mobile applications and enterprise social networking applications of Cisco Collaboration Architecture are designed to improve task performance in the value network.
- D. Cisco Collaboration Architecture must be implemented in every element of the value network to improve the business performance of an organization.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

Which one of the following statements describes the three main themes of the Cisco Collaboration portfolio launch?

- A. Invasive video, cloud application, and collaboration applications and device
- B. Pervasive video , cloud collaboration, and collaboration applications and devices
- C. Video everywhere, Microsoft integration, and Cisco WebEx Connect
- D. Flip video reloaded , Enterprise Social Software, and Cisco Unified Communications 8.5

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

Which two statements indicate that the customer needs an infrastructure that can efficiently accommodate organizational changes? (Choose two)

- A. Collaboration applications must be flexible to quickly adapt to changes in user demand.
- B. We need technology to dictate and lead business processes.
- C. Collaboration equipment must be deployed at several locations and data centers.
- D. The lifetime of any technology in our company is approximately two to three years.
- E. Future success of our company depends on operational agility.

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

Which two of the following are the main differentiators of Cisco Collaboration against the competition? (Choose two)

- A. Cisco heritage is in creating robust, secure IP networks. Cisco's Collaboration Architecture is a natural, seamlessly integrated suite of applications which reside atop those IP networks.
- B. Cisco growth is organic and not based on large mergers with other leading vendors.
- C. Cisco Collaboration solutions are design to support interoperability with the solutions of other vendors.
- D. Cisco solutions allow customers the highest operational agility, more than competitive solutions.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Which two characteristics would you describe as key differentiators for the Cisco ISR router compared to the competition? (Choose two)

- A. Integration of WLAN access points
- B. Route network traffic down alternative paths to avoid congestion, which switches cannot do
- C. Support of analog and digital voice connections
- D. Decoupling the delivery of software from hardware on optional service modules
- E. Delivery of innovative security services as part of the self-defending network at wirespeed performance

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Which two of the following are concerns that an operations manager may have in making a decision on Cisco Collaboration? (Choose two)

- A. Reliability of the company infrastructure
- B. Changing customer demands
- C. Go-to-market time of new products or services
- D. Fast adoption of organizational changes
- E. How to engage with external suppliers quickly

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

Which statement best describes medianet?

- A. Medianet enables Cisco Collaboration network management.
- B. Medianet is the network infrastructure layer of video networks.
- C. Medianet enables integration of video infrastructure with network infrastructure.
- D. Medianet is an intelligent network that is optimized for rich media.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

Which of the following statements best describes the concept of the value chain?

- A. It defines relations between the supply between distribution chain through the core processes of an organization.
- B. It describes connections and relations between the observed organization and its suppliers, channel partners, and customers.
- C. It helps to explain how a company operates and which activities create value.
- D. It defines methods on how supporting activities of an organization can bring increased profit margins.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



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