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Question 1

Question Type: MultipleChoice

Which option lists the components of Cisco Spark?

Options:

- A- messaging and meeting
- B- messaging, meeting, and collaboration
- C- messaging, meeting and calling
- D- messaging, calling, and collaboration

Answer:

C

Explanation:

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco-Spark-Offer-Description.pdf

Cisco Spark Services is a subscription-based offer hosted in the Cisco cloud that provides Subscriber access to our end-to-end suite of collaboration software ("Cisco Spark Services"). Cisco Spark Flex Plan is a flexible way to subscribe to Cisco Spark across a variety of deployment models and buying models. Under the Cisco Spark Flex Plan you can choose between Cisco-hosted cloud services and licensed software for on-premises or partner-hosted solutions, and you can mix or flexibly migrate from one deployment or buying model to another under one subscription ("Cisco Spark Flex Plan"). The three core Cisco Spark Services capabilities are messaging, meeting, and calling.

Question 2

Question Type: MultipleChoice

Which Cisco UCM version provides access to Spark Hybrid functionality?

Options:

- A- 10.5 or higher
- B- 11.0
- C- 9.1 or higher
- D- 10.5

Answer:

A

Explanation:

<https://www.cisco.com/c/en/us/solutions/collateral/unified-communications/spark-hybrid-services/datasheet-c78-736843.html>

Question 3

Question Type: MultipleChoice

Which action can increase the bottom line and add value to the customer?

Options:

- A- Offer 24 hour TAC support free of charge
- B- Offer a Cisco Software Services contract.
- C- Offer unlimited warranties on all equipment.

D- Offer a discount for referrals.

Answer:

B

Explanation:

<https://blogs.cisco.com/partner/building-your-customer-success-team-much-much-more-than-just-good-customer-support>

Question 4

Question Type: MultipleChoice

Which step is the first in a converged architecture strategy and assessment?

Options:

A- Conduct network assessment based on KPIs.

- B-** Identify architecture gaps.
- C-** Apply benchmark metrics.
- D-** Perform business and technical analysis of infrastructure

Answer:

D

Explanation:

In order to establish a baseline, Cisco experts begin by conducting a network assessment. During this process, and based on Cisco architecture leading practices and key performance indicators (KPIs), a snapshot-in-time measurement is produced. Further, by applying objective benchmarking metrics to these KPIs, Cisco engineers perform a business and technical analysis of your unique infrastructure, including end-user service requirements and application performance.

https://www.cisco.com/c/dam/global/en_in/services/downloads/cisco-converged-architecture-strategy-and-assessment-service-aag.pdf

Question 5

Question Type: MultipleChoice

Which capability can Pexip provide?

Options:

- A- conferencing
- B- video endpoints
- C- voice endpoints
- D- call center functions

Answer:

A

Question 6

Question Type: MultipleChoice

Which sales play focuses on B2B and B2C communication?

Options:

- A- HR
- B- facilities
- C- entertainment
- D- travel

Answer:

D

Question 7

Question Type: MultipleChoice

Which sales resource is the best to use when approaching existing customers?

Options:

- A- Refresh Collab Website
- B- Promotions Center
- C- Cisco Install Base Portal

D- Virtual Machine Placement tool

Answer:

A

Question 8

Question Type: MultipleChoice

Which ability do today's collaboration solutions offer to organizations?

Options:

- A-** to compartmentalize participants into unique meeting experiences
- B-** to separate video, audio, and web participants into multiple meeting experiences
- C-** to integrate video: audio, and web participants into a single, unified meeting experience
- D-** to migrate audio participants to video participants in a specific meeting experience

Answer:

C

Explanation:

Today's collaboration solutions offer organizations the ability to integrate video, audio, and web participants into a single, unified meeting experience. The guidelines within this Cisco Validated Design (CVD) guide are written with the overall collaboration architecture in mind. Subsystems are used for better organization of the content, and the recommendations within them are tested to ensure they align with recommendations in related subsystems.

<https://www.cisco.com/c/en/us/td/docs/solutions/CVD/Collaboration/enterprise/11x/collbcvd/intro.pdf>

Question 9

Question Type: MultipleChoice

Which type of travel spending is categorized as good spending?

Options:

A- recontributing travel

B- revenue-generating expenses

C- external travel

D- internal travel

Answer:

B

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