

Exam Number/Code:700-104

Exam Name: Business Edition 6000
for Account Managers (BE6KAM)

Version: Demo

QUESTION NO: 1

Where in the value chain do collaboration architecture solutions bring the highest value to businesses?

- A. In human resources management processes
- B. Infrastructure
- C. In logistics processes
- D. Within core business processes

Answer: A

QUESTION NO: 2

Which three of these are market trends that drive the need for an improved, more efficient collaboration experience? (Choose three.)

- A. automated order processing
- B. conducting business globally across several or all time zones
- C. effective HRM system
- D. work anywhere, anytime, any device
- E. inventory management
- F. cloud services and social media

Answer: B,D,F

QUESTION NO: 3

Management style is a key factor in effective collaboration. How does management style affect and help create a collaborative culture in an organization?

- A. It ensures higher quality and performance.
- B. It makes collaboration easy and natural.
- C. It stores information logically.
- D. It establishes collaboration as a corporate behaviour.

Answer: B

QUESTION NO: 4

Which three collaboration mechanisms increase customer satisfaction? (Choose three.)

- A. attractive TV advertisements
- B. variety of customer communication channels
- C. flexible, enhanced customer service processes
- D. effective mail and email communication
- E. frequent phone communication
- F. ability to access customer data from any device, anywhere

Answer: B,C,D

Reference: <http://www.cisco.com/en/US/netsol/ns1007/architecture.html>

QUESTION NO: 5

Which statement best describes the Cisco collaboration architecture?

- A. It is a collaboration framework designed to integrate the existing collaboration functionalities of a customer with Cisco network infrastructure.
- B. It is a collaboration framework designed to support the collaboration needs of a typical large enterprise.
- C. It is a flexible collaboration framework designed to support any customer and any user collaboration needs.
- D. It is a flexible network framework designed to enable integration with the collaboration requirements of a customer.

Answer: A

QUESTION NO: 6

Which value does the Cisco Business Edition 6000 bring to midmarket businesses?

- A. adding video collaboration capabilities on top of the existing telephony system
- B. co-location with the existing telephony system
- C. advanced collaboration functionalities on a single server
- D. enhanced collaboration functionalities by adding only a few additional servers

Answer: A

Reference:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet_c78-638921.html

QUESTION NO: 7

Which Cisco Unified Communications application provides voice messaging capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

Answer: D

Reference:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet_c78-638921.html (see Cisco Unity connection)

QUESTION NO: 8

Which Cisco Unified Communications application is designed to provide enhanced customer care capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

Answer: E

Reference:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet_c78-638921.html

QUESTION NO: 9

Which three of these are major management pain points in relation to collaboration?
(Choose three.)

- A. Manage customers, partners, and employees with different cultural backgrounds
- B. Manage IT networks to follow rapidly changing technology
- C. Respond to rapidly changing market trends
- D. Manage working with virtual teams and different time zones

E. Manage keeping organizational structure unchanged while adapting to new market trends

Answer: B,C,D

QUESTION NO: 10

In which three ways does Cisco accelerate the adoption of advanced collaboration tools?
(Choose three.)

- A. With scalable collaboration deployment options
- B. By supporting business-to-business and business-to-customer collaboration capabilities
- C. With enhanced core network infrastructure functionalities
- D. By introducing Cisco data center unified computing functionalities to support collaboration requirements
- E. By enabling Cisco end-to-end collaboration deployments
- F. With cost-effective collaboration and business video solutions

Answer: B,E,F