



**650-173**

**(Smart Business Communication Systems for Account Managers)**

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## Question: 1

**Who are two Key competitors in the SMB market? (Choose two)**

- A. 3Com
- B. Avaya
- C. Huawei
- D. Juniper Networks
- E. Nortel

Answer: B, E

## Question: 2

**What does Cisco SMARTnet provide?**

- A. call processing and call handling features
- B. hardware replacement and software updates
- C. sales tools, such as Quote Builder
- D. VPN security for mobile and home office workers

Answer: B

## Question: 3

**Which three features does the Cisco UC520 support?**

- A. Cisco Unity Express
- B. distributed routing
- C. Storage Area Networks
- D. analog devices
- E. Telepresence
- F. Security, Firewall, VPN

Answer: A, D, F

## Question: 4

**When creating demand with business decision makers, which two SMB challenges should be your focus?**

- A. lack of resources
- B. competitive pressure

- C. securing business assets
- D. operational efficiency
- E. investment protection

Answer: B, D

Question: 5

**What resource would you recommend to a new Cisco partner for a variety of tools?**

- A. Steps to Success
- B. Unified Communications for SMB
- C. Channel incentive program
- D. Partner Central

Answer: D

Question: 6

**What are two ways you can build credibility with decision makers?**

- A. discuss and compare competitor features
- B. research the vertical industry
- C. match current system features to SBCS solution features
- D. demonstrate business impact

Answer: B, D

Question: 7

**If a customer objects that the SBCS solution is too expensive, what are two response areas to highlight?**

- A. initial cost
- B. operating costs
- C. competitor prices
- D. individual feature costs

Answer: A, B

Question: 8

**What is a useful tool to get solution requirements and pricing in the sales process?**

- A. Quote Builder
- B. Smart Assist
- C. Partner Central
- D. Vision

Answer: A

Question: 9

**What describes the consultative sales process for SMB??s for Unified communications?**

- A. Steps to Success
- B. Campaign Builder
- C. Smart Business Roadmap
- D. Partner Central

Answer: C

Question: 10

**Which two benefits will a client see from adding a wireless LAN Controller to their Smart Business Communications System? (Choose two)**

- A. allow for guest access
- B. increase connection speeds
- C. additional access points
- D. network management with CLI

Answer: A, C

Question: 11

**What Cisco CE520 feature optimizes quality of service?**

- A. Cisco Configuration Assistant
- B. Cisco Smartports
- C. Cisco Network Admission Control
- D. Cisco Smart Assist

Answer: B

Question: 12

**What needs to be done for an out-of-box setup of the Cisco CE520?**

- A. Load application with an easy configuration wizard
- B. Configure with Cisco Configuration Assistant
- C. Connect physical cables for all devices
- D. Configure with a CLI through the Cisco UC520

Answer: B

Question: 13

**What is the primary benefit of Cisco Smart Assist?**

- A. quick access to online help
- B. reduce set-up time for new devices
- C. ease of call forwarding and paging
- D. simple configuration of network settings

Answer: B

Question: 14

**The Cisco UC520 provides integrated WLAN connectivity to mobile clients for which technology?**

- A. voice only
- B. data only
- C. data and voice

Answer: C

Question: 15

**Which application plays a part in the deployment of Cisco device managers in a network?**

- A. Cisco Smart Assist
- B. ARC Express
- C. IPsmartSuite
- D. Cisco Monitor Manager

Answer: D

Question: 16

**Which two CRM servers all Cisco Unified Call Connector to be configured for connectivity?**

- A. Siebel
- B. Microsoft Dynamics
- C. ACT!
- D. Salesforce.com
- E. Oncontact

Answer: B, D

Question: 17

**Which two functions does the Cisco Configuration Assistant provide? (Choose two)**

- A. device discovery
- B. call forwarding
- C. call routing configuration
- D. command line configuration
- E. wireless connectivity

Answer: A, C

Question: 18

**What are two connection options for local Cisco Configuration Assistant deployment? (Choose two)**

- A. Connect remotely via a metropolitan area network
- B. Connect directly to any access point
- C. Connect directly to a UC520 PoE port
- D. Connect to an IP Phone PC port

Answer: C, D

Question: 19

**Which four vertical markets is IPSmartSuite focused? (Choose four)**

- A. automotive
- B. legal
- C. healthcare
- D. manufacturing
- E. financial

F. Retail

Answer: B, C, D, F

Question: 20

**The Cisco 521 Wireless Express Access Point used in the Smart Business Communications System can be configured to operate in which mode?**

- A. standalone mode only
- B. controller-based mode only
- C. either standalone mode or controller-based mode

Answer: C

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