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NEW QUESTION: 1

For which purpose was the Cisco Spark Flex Plan designed?

- A. to simplify the transition to premises-based collaboration solutions
- B. to simplify the transition to cloud-based collaboration solutions
- C. to simplify the transition to all collaboration solutions
- D. to simplify the transition to hybrid-based collaboration solutions

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 2

Which Cisco phone has capability for all collaboration requirements, including intelligent proximity, Wi-Fi, and video?

- A. 8865
- B. 8845
- C. 8841
- D. 8861

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 3

Which type of travel spending is categorized as good spending?

- A. recontributing travel
- B. revenue-generating expenses
- C. external travel
- D. internal travel

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

For on-premises deployments, which option does Cisco recommend for a consistent one meeting experience and full interoperability'?

- A. Cisco Telepresence Server
- B. Cisco Meeting Server
- C. Cisco Expressway
- D. Cisco Conductor

Answer: B (LEAVE A REPLY)

Explanation

Cisco Meeting Server provides a consistent one-meeting experience for every meeting attendee, as well as open interoperability, all based on a highly scalable software architecture supporting business-quality meetings from mobile through immersive via audio, video, and web. The software has two major elements: the server software and an extension of the server in the form of an app/client that Knowledge Workers use to access and control their meetings. Cisco Meeting Server supports standards-based video endpoints, including the Cisco portfolio of telepresence endpoints as well as third-party solutions such as Skype for Business. It includes Personal Multiparty (PMP) and Shared Multiparty (SMP) licenses, Multibrand license, and Recording port licenses

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/datasheet-c78-74039>

NEW QUESTION: 5

Which way to handle objections is the best?

- A. Provide documentation on why their objections are invalid.
- B. Communicate value and benefits.
- C. Refuse to listen to objections.
- D. Agree with objections to get the customer to trust you.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 6

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

- A. Cisco Hybrid Media Services
- B. Cisco Business Edition 4000
- C. Cisco Hybrid Business Edition 6000
- D. Cisco Spark Flex Plan

Answer: B (LEAVE A REPLY)

NEW QUESTION: 7

Which factors help determine the collaboration fit?

- A. complexity and duration
- B. audience size and distribution
- C. complexity and audience size

D. complexity and interactivity

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 8

Which description of the purpose of activity-based working spaces is true?

- A. faster frequent interaction and collaboration among individuals and teams
- B. for more formal and important discussions and decision making
- C. bringing access to information and collaboration tools closer to the point of work
- D. adoption of personal video and telepresence units

Answer: (SHOW ANSWER)

Explanation/Reference:

NEW QUESTION: 9

Which Cisco UCL plans support all Cisco user devices?

- A. Basic and Enhanced
- B. Enhanced and Enhanced Plus
- C. Essential and Enhanced Plus
- D. Essential and Basic

Answer: B ([LEAVE A REPLY](#))

Explanation

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_0_1/ccmfeat/CUCM_BK_F3AC1C0F_0

NEW QUESTION: 10

Why does the millennial generation have a different perspective and expectation on how work is approached?

- A. They grew up with the Internet and technology
- B. They know more about the global economy
- C. They have always worked in team environments
- D. They can relate better to people than other generations

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 11

For on-premises deployments, which option does Cisco recommend for a consistent one meeting experience and full interoperability?

- A. Cisco Expressway
- B. Cisco TelePresence Server
- C. Cisco Meeting Server
- D. Cisco Conductor

Answer: (SHOW ANSWER)

NEW QUESTION: 12

Which purpose of the Quick Pricing tool is true?

- A. It builds the BOM for you.
- B. It provides detailed design options for Cisco Collaboration.
- C. It obtains general design best practices.
- D. It provides pricing guidance on the optimal solution.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 13

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

- A. Cisco
- B. Polycom
- C. Zoom
- D. Microsoft

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 14

Which purpose of the Customer Lifecycle is true?

- A. understanding what a customer needs between onboarding and renewing, and creating a customer for life
- B. understanding when you should no longer be selling products to a customer and start focusing on new customers
- C. understanding why single-transaction customers are preferred
- D. understanding how to entice the customer to contact you when they want to purchase additional products

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 15

Which action must be taken first when deciding what to sell to a customer?

- A. Consider the size of the organization.
- B. Discuss the benefits of modernizing equipment.
- C. Assess what the customer currently has in place.
- D. Determine their licensing needs.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 16

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

- A. 1
- B. 2
- C. 10
- D. 5

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 17

Which BOM tool must be referenced when design requirements are outside the scope of Cisco preferred architectures?

- A. Preferred Architecture Application Cisco Validated Design
- B. Cisco Preferred Architecture Design Overview
- C. Preferred Architecture Cisco Validated Design
- D. Cisco Solution Reference Network Designs Guide

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 18

Which Cisco Spark Flex Plan is an enterprise-wide subscription for meetings, messaging, and calling?

- A. Employee Count
- B. Shared Meetings
- C. Cloud Flex
- D. Active User

Answer: ([SHOW ANSWER](#)**)**

The Cisco Spark Flex Plan Employee Count is an enterprise-wide subscription for meetings, messaging, and calling

NEW QUESTION: 19

Which option lists the components of Cisco Spark?

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

Answer: ([SHOW ANSWER](#)**)**

Explanation

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

NEW QUESTION: 20

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

- A. Virtual Machine Placement tool
- B. Refresh Collab Website
- C. Promotions Center
- D. Cisco Install Base Portal

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

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

- A. rapport
- B. introduction
- C. education
- D. qualification

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

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

- A. Enhanced SWSS
- B. Unified Communications SWSS
- C. Lifecycle SWSS
- D. Cisco Spark and WebEx SWSS

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 23

Which factors help determine the collaboration fit?

- A. complexity and interactivity
- B. complexity and audience size
- C. complexity and duration
- D. audience size and distribution

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Which option lists Cisco differentiators?

- A. cloud API, web presence, and hardware
- B. experience, cloud API, and hybrid architecture
- C. experience, premise architecture, static configurations

D. premise architecture, cloud API, and static configurations

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 25

Which option do you need to apply a customer budget to products?

- A. knowledge of who the decision makers are
- B. clear understanding of the end goal
- C. if the customer has any flexibility in their budget to buy additional products as needed
- D. what licenses apply to each product

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

NEW QUESTION: 26

Which percent of IT spending is controlled by IT?

- A. 60%
- B. 80%
- C. 50%
- D. 40%

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 27

Which capabilities can be provided by Polycom?

- A. video endpoints, voice endpoints, conferencing
- B. video endpoints, voice endpoints, call center functions
- C. conferencing, call center functions, instant messaging
- D. call control, voice endpoints, contact center

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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

- A. rapport
- B. education
- C. qualification
- D. introduction

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Which Cisco Spark Flex Plan is an enterprise-wide subscription for meetings, messaging, and calling?

- A. Shared Meetings
- B. Employee Count
- C. Cloud Flex

D. Active User

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 30

Which option lists the components of Cisco Spark?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 31

Which description of the purpose of activity-based working spaces is true?

- A. adoption of personal video and telepresence units
- B. bringing access to information and collaboration tools closer to the point of work
- C. faster frequent interaction and collaboration among individuals and teams
- D. for more formal or important discussions and decision making

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 32

Which capability can Pexip provide?

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 33

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

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

Answer: C ([LEAVE A REPLY](#))

Explanation

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

NEW QUESTION: 34

Which options are the Cisco user-based license models?

- A. Cisco UWL and Cisco UCL
- B. Cisco User Integration and Adoption Plans
- C. Cisco Flex Plans
- D. Cisco WUL and Cisco CUL

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

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

- A. Identify architecture gaps.
- B. Conduct network assessment based on KPIs.
- C. Perform business and technical analysis of infrastructure.
- D. Apply benchmark metrics.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 36

Which type of travel spending is categorized as good spending?

- A. internal travel
- B. noncontributing travel
- C. revenue-generating expenses
- D. external travel

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 37

How is recurring revenue procured?

- A. through a one-time transaction
- B. through a subscription-based model
- C. through a time-building model
- D. through massive marketing campaigns

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

Which percent of IT spending is controlled by IT?

- A. 80%
- B. 60%
- C. 40%

D. 50%

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Which option is the only constant in the workplace?

- A. way people work
- B. way video infrastructure communicates
- C. way humans interact with each other
- D. way information is shared

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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

- A. Virtual Machine Placement tool
- B. Cisco Install Base Portal
- C. Promotions Center
- D. Refresh Collab Website

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

Which feature of SWSS eliminates the need to repurchase software licenses?

- A. software updates
- B. expert support
- C. license portability
- D. license updates

Answer: C ([LEAVE A REPLY](#))

Explanation

When purchased with Cisco ONE™ Software, SWSS provides support for license portability. During a hardware refresh, this allows you to reassign license entitlements from one hardware platform to another and eliminates the need to purchase new software licenses.

https://www.cisco.com/c/dam/en_us/services/portfolio/documents/support-service-qa.pdf

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