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QUESTION 1

Gwen works for a small company where she has been asked to find a cost-effective option for providing comprehensive customer service. The finance, technical support, sales and customer service departments all need to share information about their customers. Gwen is considering adoption of a customer relationship management (CRM) application. Which of the following would be the most cost-effective solution?

A. She can purchase a new server, then create and maintain the CRM in-house.

B. She can outsource all customer service so the company can focus on product development.

C. She can contract with a cloud service provider to host the CRM that her company\\'s employees can access.

D. She can hire a programmer to develop and maintain the CRM specific to her company\\'s needs, then have a service provider host the application.

Correct Answer: C

QUESTION 2

John is the network administrator for a small company. The company\\'s network equipment has become outdated, and John has been asked to recommend a plan to update the company\\'s infrastructure. John has read extensively about the many advantages of using cloud-based services. Which of the following is an advantage of cloud-based services that John could cite to support his recommendation?

A. Unlimited service options and choices

B. Higher security in a cloud-based environment

C. Elimination of need for high-speed Internet connection

D. Elimination of equipment purchase and maintenance

Correct Answer: D

QUESTION 3

Your company is investigating the possibility of moving its customer service management system to a cloud service provider. The sales rep for the cloud service provider has presented many advantages that would benefit your company. What would be a potential drawback of moving the CRM from your current in-house solution?

A. If your company\\'s Internet service is interrupted for any reason at any time, you will not have access to the CRM.

B. More company employees will have access to the system, which could result in unauthorized access to confidential data

C. Special equipment will need to be purchased and maintained in your office in order to access and maintain the CRM once it is migrated to the hosted cloud service.

D. Migrating the CRM to the cloud service provider will eliminate several jobs in your customer service department because their job roles will no longer be required.

Correct Answer: A

QUESTION 4

The capabilities of cellular networks have improved greatly since their original development for analog voice phone calls. Most recently, fourth-generation (4G) wireless supports a variety of data-intensive needs.

A benefit of 4G networks is that they:

A. Use spread-spectrum technology to ensure high transmission rates.

B. Provide fast transmission rates equivalent to DSL or broadband-cable.

C. Provide fast transmission rates equivalent to high-speed dial-up connections.

D. Enable bandwidth throttling, allowing the user access to unrestricted download speeds.

Correct Answer: B

QUESTION 5

Selena has run out of memory on her phone\\'s SD card. She has decided to store the files she has accumulated on a third-party cloud service provider\\'s drives. Which of the following is a typical issue that she may encounter?

A. The files become corrupted due to an attack from a hacker botnet.

B. The files become unavailable whenever Internet connectivity is lost.

C. The files become unavailable because they are being shared with other users.

D. The files become corrupted because the provider uses a proprietary compression algorithm during transit.

Correct Answer: B

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