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**QUESTION 1**

The Cisco Services Ready Engine is an optional module of the Cisco ISR family. It includes onboard CPU and memory to run advanced applications. Which option is an example of an advanced application that runs on the Cisco Services Ready Engine?

- A. Cisco Express Forwarding
- B. Cisco Unity Express
- C. Cisco Routing Services
- D. Cisco Firewall Security

Correct Answer: B

From Cisco Service Ready Engine info sheet:

Q. What software and application options do I have when I order the Cisco SRE? A. Table 4 lists your application options. Table 4. Application Options Application Supported Cisco SRE Part Numbers Cisco Unity Express ISM-SRE-300-K9 SM-SRE-700-K9 SM-SRE-710-K9 SM-SRE-900-K9 SM-SRE-910-K9

QUESTION 2

Which three are current small business needs for technology investments? (Choose three.)

- A. minimize network investments
- B. reduce reliance on technology
- C. plan for today
- D. be more productive
- E. work from anywhere
- F. serve customers better

Correct Answer: DEF

Current business needs for technology investments include: -Increased productivity

-Increased mobility (work from anywhere)

-To serve customers better using advanced technology systems

QUESTION 3

Which Cisco collaboration service will encourage true customer intimacy by quickly and proactively connecting people with the information, expertise, and support that they need?



- A. TelePresence
- B. Messaging
- C. Conferencing
- D. Customer Care
- E. IP Communications

Correct Answer: D

Customer Collaboration Solutions help create the foundation for positive customer service, a primary factor in building a stronger business. Cisco Customer Care products can help you: escape from the largely reactive mode of traditional call centers and engage more proactively with your customers?romote true customer intimacy, satisfaction, and loyalty?onnect people with the information, expertise, and support they need when and where they need it most

QUESTION 4

Which option best describes the primary value of the Cisco IP Next-Generation Network?

- A. interoperates seamlessly with customers, though with only a few applications
- B. provides unique network intelligence that runs throughout the architecture, regardless of traffic mix or device
- C. embeds intelligence in the core only
- D. provides an access-specific solution that targets optical and Ethernet products
- E. integrates only two of the four Cisco architectures

Correct Answer: B

The Cisco IP Next-Generation Network provides unique network intelligence that runs throughout the architecture, regardless of traffic mix or device. This integrates all of the Cisco architectures with the goal of providing interoperability with customer though numerous different applications and provides intelligence throughout the entire network.

QUESTION 5

In which two ways can Cisco Show and Share benefit customers? (Choose two.)

- A. captures media from various inputs for live and on-demand delivery to viewers
- B. offers the best means for customers and users to experience an immersive environment
- C. enables customers to receive viewer comments and ratings of video content
- D. personalizes connections between customers and their providers and partners
- E. provides post-production capabilities for video composition and authoring

Correct Answer: BD



B: offers the best means for customers and users to experience an immersive environment) Cisco Show and Share provides the ability to create live and on-demand video content and define who can watch specific content. It offers viewer collaboration tools such as commenting, rating, and word tagging, and it provides comprehensive access reporting

D: personalizes connections between customers and their providers and partners) Cisco Show and Share?is a webcasting and video sharing application that helps organizations create secure video communities to share ideas and expertise, optimize global video collaboration, and personalize the connection between customers, employees and students with user-generated content.

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