



646-206^{Q&As}

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**QUESTION 1**

What are three of the major technological and demographic transitions occurring today that are having a profound effect on business and IT? (Choose three.)

- A. the adoption of mobile devices in the enterprise due to consumerization
- B. the decrease in the number of collaborative tools
- C. application of social software in enterprise collaboration
- D. predominant and increased use of text- or document-centric communication tools
- E. divergence of desktop virtualization and unified communications
- F. the increase and foreseen pervasive use of video for all communications

Correct Answer: ACF

A, C, F are the only options that make sense. Choice B is obviously wrong as there are a growing number of collaborative tools, not a decreasing number. D is also obviously wrong as more and more communication tools are online or digital, not text or document based.

Topic 2: Cisco Partner Advantage

QUESTION 2

Which statement best describes the "whole offer" concept?

- A. financing solutions that secure, grow, and accelerate deals
- B. next-generation services that give customers the most from their investment
- C. augmented offerings that a customer needs to build on the core solution and that have compelling value
- D. single point of access for partner tools and resources that is needed to effectively market the partner company
- E. a blueprint for designing and deploying a full-service, comprehensive network

Correct Answer: C

Cisco CSE online training seminar defines the whole offer concept as augmented offerings that a customer needs to build on the core solution and that have compelling value.

QUESTION 3

Which three options signal a customer need for a new core network infrastructure (including routing)? (Choose three.)

- A. decreased bandwidth needs
- B. increase in staff levels



- C. establishing a branch office
- D. operating a single-site office
- E. accommodating new services
- F. adequate bandwidth

Correct Answer: BCE

With increased bandwidth needs, new infrastructure core requirements are usually needed. The increases in bandwidth come from additional staff, new branch offices being added, or to support new applications and services.

QUESTION 4

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 5

How do Smart Business Architecture selling tools help partners increase sales?

- A. focus on the Prepare phase of the Cisco Lifecycle Services model, which maximizes revenue
- B. free partners from design tasks, which increases profitability
- C. highlight additional point products that the customer may want
- D. enable partners to increase professional services revenue by providing a complete, integrated solution for midsize firms and SMBs

Correct Answer: D

Cisco Smart Business Architecture selling tools enable partners to increase professional services revenue by providing a complete, integrated solution for midsize firms and SMBs. For more information on these tools, refer to the link below. Reference: http://www.cisco.com/web/ANZ/partners/partner_enable/tools.html#~2



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