



700-038^{Q&As}

Advanced Collaboration Architecture Field Engineer Exam

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**QUESTION 1**

Which option is a next-generation agent and supervisor desktop that offers a user-centric design to enhance customer care satisfaction along with a collaborative experience?

- A. Cisco WebEx
- B. Cisco SocialMiner
- C. Cisco Finesse
- D. Cisco Jabber

Correct Answer: C

QUESTION 2

Many tasks in an organization's processes require collaboration. Which two options will you need from the customer to evaluate the relevance and to properly position Cisco Collaboration Architecture? (Choose two.)

- A. employee titles of people who are required to perform designated tasks
- B. department titles of people who will perform these tasks
- C. available network bandwidth between core processes departments
- D. type of information to be shared between involved parties
- E. importance and type of interaction between involved parties

Correct Answer: BD

QUESTION 3

Retail businesses must act quickly in order to innovate, respond to changing market conditions, enhance customer service, and increase sales. Which option addresses this requirement?

- A. Cisco Lean Retail
- B. Cisco Connected Retail
- C. Cisco Employee Optimization
- D. Cisco Customer Experience Transformation
- E. Cisco Secure Store



Correct Answer: A

QUESTION 4

Which of the following is a main business requirement in the financial services industry?

- A. lower IT expenses through virtualization
- B. high-performance trading
- C. customer retention
- D. integration of financial trading applications at the desktop
- E. reduce time to market for new innovative financial products

Correct Answer: B

QUESTION 5

Security plays an essential role in the Cisco Collaboration Architecture. In which layers of the Cisco Collaboration Architecture is security implemented?

- A. Cisco provides advanced security solutions in the infrastructure and collaboration services layers while the collaboration applications layer security is ensured by third-party solutions.
- B. Advanced Cisco security solutions are implemented in all layers of the Cisco Collaboration Architecture model.
- C. Cisco security solutions are integrated into the infrastructure layer and partially into the collaboration services layer.
- D. Security is implemented in all the layers except in the medianet services interface layer.

Correct Answer: A

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