500-301^{Q&As}

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QUESTION 1

Which factor has kept customers from turning away from contact centers in the past?

- A. poorly designed scripts
- B. ineffective IVR designs
- C. speaking to a representative
- D. automated systems

Correct Answer: C

QUESTION 2

Which connector in a Cisco Spark Hybrid deployment provides integration between on-premises call processing services and Cisco Collaboration Cloud?

- A. management connector
- B. calendar connector
- C. directory connector
- D. call connector
- Correct Answer: D

QUESTION 3

Which option describes the significance of a PIN with Cisco WebEx Personal Rooms?

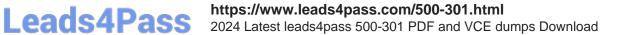
- A. You are prompted to create one when you first set up your Personal Room, but you can never change it.
- B. It is assigned to you when you first set up your Personal Room, but you can change it.
- C. You are prompted to create one when you first set up your Personal Room, but you can change it.
- D. It is assigned to you when you first set up your Personal Room, but you can never change it.

Correct Answer: C

QUESTION 4

Which purpose of the Cisco Spark Hybrid Call Service, Call Service Aware is true?

A. It allows simples screen sharing between the two users.



B. It allows the Cisco Spark App to register to the Cisco Unified Communication Manager.

C. It allows third-party endpoints to register to the Cisco Spark Cloud.

D. It allows users to make and receive calls on their Cisco device or Spark application using the same dialing procedure as with on-premises registered endpoints.

Correct Answer: A

QUESTION 5

Which setting helps the OLTP systems to handle the heavy I/O workloads by allowing the execution of multiple threads per CPU core?

A. Hyper-Threading

B. Speedstep

C. Direct Cache Access

D. Inter Turbo Boost

Correct Answer: A

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