648-232^{Q&As}

Cisco WebEx Solutions Design and Implementation

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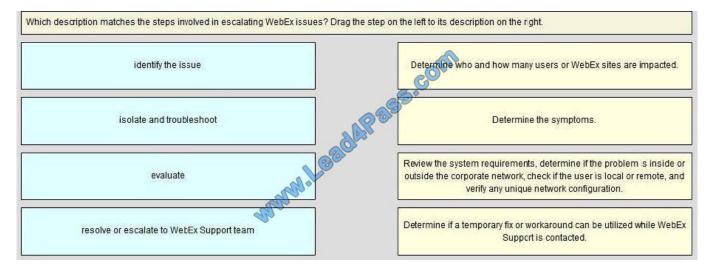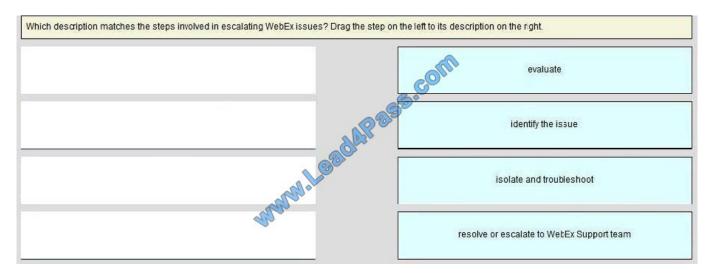⚙ **800,000+** Satisfied Customers

QUESTION 1

Which description matches the steps involved in escalating WebEx issues? Drag the step on the left to its description on the right.

Select and Place:

Which description matches the steps involved in escalating WebEx issues? Drag the step on the left to its description on the right.	
identify the issue	Determine who and how many users or WebEx sites are impacted.
isolate and troubleshoot	Determine the symptoms.
evaluate	Review the system requirements, determine if the problem is inside or outside the corporate network, check if the user is local or remote, and verify any unique network configuration.
resolve or escalate to WebEx Support team	Determine if a temporary fix or workaround can be utilized while WebEx Support is contacted.

Correct Answer:

Which description matches the steps involved in escalating WebEx issues? Drag the step on the left to its description on the right.	
	evaluate
	identify the issue
	isolate and troubleshoot
	resolve or escalate to WebEx Support team

QUESTION 2

Which issue should be escalated to Cisco Technical Support?

A. forgetting your login password

B. installing your WebEx client

C. troubleshooting UI configuration issues

D. new account request

Correct Answer: C

QUESTION 3

Cloud-connected audio was designed for which customers?

A. customers with Cisco Unified MeetingPlace

B. customers with TSP audio

C. customers with less than 200 employees

D. enterprise and Global 3.0 customers

Correct Answer: D

QUESTION 4

Where does the WebEx node reside?

A. only in the DMZ

B. on the Enterprise Branch

C. anywhere on the network

D. near the Meeting Director

Correct Answer: C

QUESTION 5

What are two benefits of downloading WebEx Productivity Tools using the company WebEx site? (Choose two.)

A. simplifies deployment

B. drives usage and adoption

C. promotes virtualization

D. reduces corporate bandwidth usage

Correct Answer: AB

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