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# 648-232<sup>Q&As</sup>

## Cisco WebEx Solutions Design and Implementation

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**QUESTION 1**

How will the branding be displayed if you join a meeting on another company site?

A. It will show in text format only.

B. Branding will not be shown.

C. It will be shown by using two-level branding.

D. It will be shown using default settings.

Correct Answer: C

**QUESTION 2**

Why should policy groups be avoided when creating policies?

A. Policy groups are not supported.

B. There are possible performance impacts if not used correctly.

C. Policy groups keep the majority of users assigned to the top level group.

D. There is a limit to the number of users in a policy group.

Correct Answer: B

**QUESTION 3**

What is the number one customer complaint surveyed by technical support organizations?

A. cost of service

B. time that it takes to resolve issue

C. lack of resolution

D. time that it takes to reach a service representative

Correct Answer: B

**QUESTION 4**

Which statement is true about deploying WebEx OneTouch?

A. WebEx-enabled meetings do not use ports in the CTMS.

B. The WebEx plug-in is not used for WebEx OneTouch scheduling.

C. Outbound TCP 443 SSL connections are not able to pass through the system firewall.

D. WebEx OneTouch supports a proxy server.

Correct Answer: B

QUESTION 5

Which two of these statements best describe the benefits of the immersive customer service experiences that are offered by WebEx Support Center? (Choose two.)

A. Customer service representatives can provide more personalized service.

B. Customers can interact with the customer service representative from a mobile device.

C. Customer service representatives can increase the time spent with customers.

D. Customers can instantly view information that the customer service representative is sharing.

Correct Answer: AD

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