



# 650-177<sup>Q&As</sup>

SMB Solutions for Account Managers

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### QUESTION 1

Which Cisco partner presales support offering was created to help partners solve their small business customers' business problems with Cisco technology solution?

- A. Partner Assistance Center
- B. Partner Design Support
- C. Technical Assistance Center
- D. Partner Central
- E. Cisco.com

Correct Answer: B

### QUESTION 2

Which Cisco support service product is sold, supported, and delivered by partners?

- A. Cisco Smart Foundation Service
- B. SMARTnet Partner Service
- C. Cisco Smart Care Service
- D. Cisco Technical Assistance Center
- E. CiscoSMARTnet for SBCS

Correct Answer: C

Cisco Smart care services

**Cisco Smart Care Service**

Comprehensive network-wide service that combines technical support with proactive monitoring, assessments, and remote repairs to keep networks secure and running optimally

**Target Customer**

- Business with 50–600 network users and 5 to 105 devices
- Network is critical to business
- Limited IT expertise, wants network-level coverage

**Go-to-Market**

- Partner delivered, collaborative service

**Features**

- Proactive network-wide monitoring, assessments and notifications
- Advance Hardware Replacement—next business day/same day ship, 4-hour
- 24x7 partner access to the Cisco Technical Assistance Center
- Cisco.com knowledge base and Smart Care
- Operating system software updates and upgrades
- Software application updates





### QUESTION 3

What are three advantages of using Cisco Smart business Roadmap over traditional selling methods? (Choose three.)

- A. creates long-term client relationship
- B. increases professional services revenue
- C. challenges prospect's IT infrastructure
- D. better client referrals
- E. increase velocity of order flow
- F. eliminates competition

Correct Answer: ABE

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### QUESTION 4

What are three ways in which wireless is cost-effective? (Choose three.)

- A. Save time and money by avoiding labor-intensive moves, adds, and changes
- B. Less expensive to purchase and maintain
- C. Reduce monthly Internet access costs over wired installation
- D. Enable your friends to access the Internet while waiting for you
- E. allow employees to be mobile and increase their productivity
- F. save in cabling costs for new or unwired buildings

Correct Answer: AEF

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### QUESTION 5

What are two reasons that small businesses need network attached storage? (Choose two.)

- A. have more money to spend on IT infrastructure
- B. do not reliably protect their critical business data
- C. least able to afford the loss of data
- D. prevent employee theft of information
- E. allow easy expansion of computing services

Correct Answer: DE

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