



SMB Specialization for Account Managers

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QUESTION 1

A customer wants to deploy a solution that requires high-quality video for full multimedia applications. Which two Cisco Unified Communication endpoint solutions should you recommend? (Choose two.)

- A. 8900 Series
- B. 9900 Series
- C. 3900 Series
- D. 5900 Series
- E. 6900 Series
- Correct Answer: AB
- Section: (none)

Reference:

http://www.cisco.com/en/US/prod/voicesw/ps6788/ip_phones.html (Both are high performance solutions.

See the bulleted points underneath each solution)

QUESTION 2

Which Cisco service is targeted for customers that want proactive monitoring?

A. SMARTnet

- B. Small Business Support Service
- C. SmartCare
- D. Collaborative Professional Services

Correct Answer: C

Section: (none)

The Cisco?Smart Care Service proactively verifies that the network is secure, reliable, and functioning optimally so that you can improve your employee productivity and customer responsiveness and get the most from your technology

investments.

Reference:

http://www.cisco.com/web/partners/services/programs/smartcare/downloads/Cisco_Smart_Care_Partner_AAG_1111.pdf



QUESTION 3

Which two customer characteristics indicate an opportunity for Cisco Meraki cloud-managed networks? (Choose two.)

- A. having networking experts on site
- B. requiring a high degree of flexibility and customization
- C. implementing data center or large campus deployments
- D. having distributed sites and lean IT staff
- E. moving applications to the cloud
- Correct Answer: CD

Section: (none)

QUESTION 4

Which three options are considered common features of Cisco WebEx solutions? (Choose three.)

- A. Document, application, and desktop sharing
- B. Available in 226 languages
- C. Scheduled and ad-hoc meetings
- D. Consistent, cross-platform experience
- E. Third-party voice included
- F. Per-user attention status indicator
- Correct Answer: ACD
- Section: (none)
- Reference:

http://www.cisco.com/en/US/products/ps10412/index.html

QUESTION 5

Which three options are opportunities for partners to introduce Cisco Meraki products to existing or prospective customers? (Choose three.)

- A. Cisco Meraki roadshow
- B. Webinars with a free AP for qualified attendees IE
- C. Cisco Meraki equipment rental program



- D. Free mobile device management with Systems Manager
- E. Free product trials
- F. Free Cisco Meraki refurbished equipment
- Correct Answer: BDE
- Section: (none)

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