Cisco

Exam Questions 500-301
Cisco Cloud Collaboration Solutions
NEW QUESTION 1
Which option lists the Cisco Spark Flex Support plans that offer 24x7 Cisco Technical Assistance Center phone support with a 30 minute response time?

A. Premium
B. Enhanced and Premium
C. Enhanced
D. Basic

Answer: C

NEW QUESTION 2
Which alias do you dial from the video endpoint to start a Cisco WebEx Personal Room meeting?

A. <name>@<WebEx URL>
B. <WebEx URL>/join/<name>
C. <name>@WebEx.com
D. <WebEx URL>/meet/<name>

Answer: A

NEW QUESTION 3
Which statement about starting a Cisco WebEx Personal Room meeting is true?

A. Alternate hosts can start Personal Room meetings by phone.
B. Meeting that are set to lock automatically must be started using the WebEx application.
C. The host PIN is not needed to start a meeting as long as the access code is entered.
D. You can lock or unlock meetings by phon

Answer: D

NEW QUESTION 4
Which option do you use to set alternate hosts in your Cisco WebEx Personal Room?

A. You can allow anyone with a host account on your site to be alternate hosts or no one.
B. You can specify one or more individuals to be alternate hosts, or you can allow anyone with a host account on your site to be alternate hosts.
C. You can specify anyone to be alternate hosts, whether or not they have a host account on your site.
D. You can specify only one or more individuals to be alternate hosts.

Answer: B

NEW QUESTION 5
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

Answer: C

NEW QUESTION 6
In which ways can your Cisco WebEx account be accessed?

A. WebEx productivity tool and email client plug-ins
B. web portal, WebEx productivity tool, and email client plugins
C. web portal and email client plug-ins
D. web portal only

Answer: B

NEW QUESTION 7
Which Spark endpoint works in rooms with up to 14 people?

A. Cisco Spark Room Kit Plus
B. Cisco DX80
C. Cisco 8865
D. Cisco IX5000

Answer: A

NEW QUESTION 8
Which option lists the Cisco Spark Flex Support plans that offer 24x7 Cisco Technical Assistance Center phone support with a 1-hour response time?
NEW QUESTION 9
Which path do you take to configure the Automatic Lock feature in your Cisco WebEx Personal Room?

A. My WebEx > My Personal Room > Automatic Lock
B. My WebEx > Preferences > My Personal Room > Automatic Lock
C. My WebEx > Preferences > Automatic Lock
D. Preferences > My Personal Room > Automatic Lock

Answer: B

NEW QUESTION 10
Which option is an important advantage to using Cisco WebEx Event Center?

A. You can track results and send follow-up emails automatically.
B. You can host personal one-on-one sessions.
C. You can engage participants with breakout sessions.
D. You can offer support with the click of a button.

Answer: A

NEW QUESTION 11
Which option is a component of Cisco Spark?

A. scheduling
B. polling questions
C. calling
D. whiteboard sharing

Answer: C

NEW QUESTION 12
From which audio phones can you start a WebEx Personal Room Meeting?

A. cell phone and VoIP phone
B. PSTN phone, cell phone, and satellite phone
C. VoIP phone, PSTN phone, and satellite phone
D. cell phone, VoIP phone, and PSTN phone

Answer: D

NEW QUESTION 13
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