Exam Questions 650-177
SMB Solutions for Account Managers (SMBAM)
1. The Solutions Recommendation Guide is a framework for creating a customized SMB solution. In order to create a customized solution, which two components are needed? (Choose two.)
   A. implementation ratings determined
   B. specific products and technology available
   C. benefits to the business decided
   D. business capabilities enabled
   E. business challenges identified
   Answer: BE

2. What two technologies do SMB customers most often want to implement in the future? (Choose two.)
   A. Mobility
   B. Optical
   C. Telepresence
   D. Voice
   E. Data Center
   Answer: AD

3. What Cisco CE520 feature optimizes quality of service?
   A. Cisco Configuration Assistant
   B. Cisco Network Admission Control
   C. Cisco Smart Assist
   D. CiscoSmartports
   Answer: D

4. What is a key purpose of the Solutions Recommendation Guide?
   A. present Cisco products
   B. provide a framework of tested and proven models
   C. identify basic needs of the business
   D. calculate the business need priority
   Answer: C

5. 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
   Answer: C

6. What resource would you recommend to a new Cisco partner for a variety of tools?
   A. Channel Incentive program
   B. Unified Communications for SMB
C. Partner Central
D. Steps to Success
E. Instructions: Number of answers: 1
Answer: C

7. What is a primary partner benefit of selling services?
A. easier customer sales cycle
B. increased margins
C. fewer customer call backs
D. available financing options
Answer: B

8. What is the primary purpose of IPS?
A. to scan packets for malicious activity
B. to provide basic firewall protection
C. to host secure remote communications
D. to host Internet connectivity
E. to provide AIM
Answer: A

9. Which three characteristics are indicators that a potential SMB customer is in the SBR-defined growth phase? (Choose three.)
A. focusing on becoming more efficient
B. wanting greater connectivity for customers
C. requesting convergence of voice and data
D. providing a customer with a basic up-to-date website
E. needing rapid secure access to customer history, data, or buying behavior
Answer: ABC

10. Which two CRM servers allow Cisco Unified Call Connector to be configured for connectivity? (Choose two.)
A. Microsoft Dynamics
B. Salesforce.com
C. Oncontact
D. Siebel
E. ACT!
Answer: AB

11. A distribution area provides an aggregation point for which components?
A. edge devices
B. aggregation switches
C. core devices

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D. access-area switches
E. distribution devices
Answer: D

12. MightyResearch indicated that a significant percentage of SMBs are concerned about which factor in a UC solution?
A. non-Cisco vendors providing more viable SMB solutions
B. costs out-weighing benefits
C. cost savings to justify replacing existing legacy systems
D. minimized call-center effectiveness
Answer: C

13. Why are consumer-grade access points and routers not the best choice for SMBs? (Choose two.)
A. They are not designed for multi-access-point networks.
B. They do not scale well.
C. They have higher total cost of ownership than some enterprise products.
D. Their upgrade paths compete directly against Cisco upgrade paths.
Answer: AB

14. Which Cisco support service product targets customers with up to 48 users on a network where voice communication is mission-critical to business operation?
A. CiscoSMARTnet for SBCS
B. Cisco Smart Care Service
C. SMARTnet Partner Service
D. Cisco Smart Foundation Service
E. Cisco Technical Assistance Center
Answer: A

15. What is the difference between Cisco Catalyst 2960 LAN Base Series and the Lite series.
A. Only the Cisco Catalyst 2960 LAN Base Series can be managed
B. Only the Cisco Catalyst 2960LANLite Series supports Gigabit Ethernet
C. Only the Cisco Catalyst 2960LANLite Series supports Powerover Ethernet
D. Only the Cisco Catalyst 2960 LAN Base Series offers enhanced security
Answer: D

16. In which areas do SMBs tend to require better products than found in retail stores?
A. voice, intranet, and security
B. wireless, intranet, and wide-area networking
C. wireless, security, and voice
D. security, voice, and wide-area networking
Answer: C
17. Select the three foundational hardware components that comprise the Smart Business Communication System. (Choose three.)
A. IPcelerate IPsmartSuite
B. Cisco Unified Communication 500 series
C. Catalyst Express
D. CiscoUnifiedCallConnector
E. Cisco Monitor Directory
F. Cisco 500seriesphones
Answer: BCF

18. Increased productivity, minimized legal risks, and improvements in "green" operation can be easily linked to Cisco solutions in which technology area?
A. routing and switching
B. web collaboration
C. on the destination network, between the server and a router
D. eCommerce
E. voice
F. security
Answer: D

19. Identity authentication, protocol encryption, secure guest access, voice over WLAN features, and a small device footprint are all highlights of what product in the wireless technology market?
A. wireless monitoring device
B. wireless LAN controller
C. wireless bridge
D. wireless management device
E. access point
Answer: B

20. Which two are elements of the operational-efficiency business challenge? (Choose two.)
A. improving business processes
B. making existing resources more productive
C. offering enhanced customer service
D. providing flexible channel and delivery options
Answer: AC
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