Cisco

Exam Questions 650-304

PASCERFE - Cisco SaaS Conferencing and EIM Resale ATP for the FE Exam
1. Which step(s) should you take to establish rapport with clients?
   A. Allow the sales team to call your client to offer new products and services
   B. Let them know they should only call you; you will not call them
   C. Stay engaged by holding regular meetings
   D. Show your client what the competitors are doing
   Answer: C

2. What are two different ways to maintain a strong and productive customer relationship? (Choose two)
   A. Do not try to sell other products or services
   B. Schedule semiannual meetings only
   C. Give clients some space; call them only if they need you
   D. Review usage reports with clients
   E. Meet regularly depending on client needs
   Answer: D, E

3. Which two are characteristics of a successful implementation? (Choose two.)
   A. Configuration
   B. Design
   C. Assimilation
   D. Submitting branding requests
   E. Preparation
   Answer: C, E

4. Which business complexity example is best described as a consumerization trend?
   A. Following workers that work outside of business hours
   B. Managing tools and helping people find the correct content in a secure location when needed
   C. Employees bringing in new devices and applications into work
   D. Resolving issues over distances
   Answer: C

5. Which option is the starting point of a platform that delivers a consistent experience that includes synchronous and asynchronous collaboration?
   A. Presence
   B. Network layer
   C. Session control
   D. Policy management
   Answer: A


6. How can an organization administrator add, modify, or remove domain names?
   A. Access Cisco WebEx Connect
   B. Go to Cisco.com
C. Access the Cisco WebEx Organization Administration Tool

D. Contact a Cisco WebEx representative

Answer: D

Reference: http://www.webex.com/webconnect/orgadmin/help/index.htm?toc.htm?cs_domain_cat.htm (see the first note with green background on the page)

7. Which option describes how a business can benefit from a SaaS solution compared to an on-premises solution?
   A. Increase in IT support
   B. Lower initial cost
   C. Use of existing hardware and software
   D. Security through on-premises firewalls

Answer: C

8. Which option is an example of an easy and quick-to-deploy cloud-based cost efficiency?
   A. Removal of the operational burden of support and maintenance
   B. Improved allocation of valuable resources
   C. Large, upfront investment required
   D. Minimal to no backend changes

Answer: A

9. A customer with Cisco IP phones and softphones is uncertain about moving to Cisco WebEx web collaboration. Which benefit should you stress?
   A. Cisco Unified Communications architecture and product portfolio
   B. Scheduling integration with Lotus Notes
   C. Scheduling integration with Outlook
   D. Interoperability with existing third-party audio

Answer: D


10. Why is it important to tie Cisco WebEx solutions to the business drivers of an organization?
    A. To prove that Cisco WebEx solutions meet their organizational needs
    B. To prove that Cisco WebEx solutions are better than the competition
    C. To demonstrate your knowledge
    D. To make the client realize what its needs are

Answer: A
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