1. What can a Cisco solution enable an Education Industry customer to do?
   A. Let citizens join meetings, share applications, and use video.
   B. Accommodate evolving student learning styles through mobile video applications.
   C. Make experts or specialists available face-to-face even when they are not at the same location as the purchaser.
   D. Gain visibility into and streamline the supply chain.
   Answer: B

2. Which cloud-based call control solution supports unified communications and contact center?
   A. Spark
   B. UCM
   C. Expressway
   D. HCS
   Answer: D

3. How can you address a customer's previous investment in Microsoft Skype for Business?
   A. Show them that Jabber is better than Skype.
   B. Explain that Skype for Business cannot meet all of their needs, and they will eventually have to "rip and replace".
   C. Explain that Cisco's video solutions interoperate with most devices including Skype for Business, so they won't have to "rip and replace".
   D. Offer to cut your price.
   Answer: C

4. Which WebEx Center has polling and break out rooms?
   A. Support Center
   B. Meeting Center
   C. Event Center
   D. Training Center
   Answer: D

5. What can a Cisco solution enable a human resources line of business customer to do?
   A. Increase sales while lowering costs.
   B. Deploy and manage training company-wide.
   C. Reduce real estate costs and environmental impact.
   D. Encourage or enforce employees to follow guidelines when booking travel.
   Answer: B

6. What is a common human resources line of business need?
   A. Surpassing the increased service expectations from consumers.
   B. Decreasing low office utilization.
   C. Improving online experiences.
   D. Increasing employee retention.
   Answer: A

7. What can a Cisco solution enable a travel leader line of business customer to do?
   A. Keep employees up-to-date on regulatory requirements.
   B. Provide a face-to-face experience that makes the work stream productive.
   A. Keep employees up-to-date on regulatory requirements.
   B. Provide a face-to-face experience that makes the work stream productive.
C. Improve access to primary and specialist caregivers.

D. Improve supply chain agility through improved partner and supplier relationships via face-to-face video.

Answer: D
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