

ISLEVER

# 646-229

IP Communications Advanced Account  
Manager

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**QUESTION NO: 1**

A customer who is interested in savings in the areas of toll bypass, audio conferencing, and unified messaging is interested in realizing which of these benefits?

- A. cultural benefits
- B. voice routing transparency
- C. real estate benefits
- D. reduced call costs

**Answer: D**

**QUESTION NO: 2**

Based on the scenario, what is the primary need of the telecommunications manager?

Account manager: Are there aspects of your current communications infrastructure that you would like to improve?

Telecommunications manager: I am looking to monitor network performance in near real time and perform network trending for a more proactive management approach.

- A. reporting capability
- B. ability to adapt to unplanned changes
- C. cost justification
- D. reliability

**Answer: A**

**QUESTION NO: 3**

Read the customer objection and choose the best response.

Chief financial officer: Convergence sounds good in theory. What exactly does it give me, though? I want to talk in terms of business justification.

- A. Convergence can empower a business to reduce infrastructure, staffing, and facilities costs to produce a quick ROI.
- B. Convergence is just one of several tangible benefits that you realize in terms of cost savings in the near term.
- C. Convergence will enable your organization to run highly customized reports across multiple systems.

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D. Convergence is the direction in which the market is going; it makes more sense to do it sooner rather than later.

**Answer: A**

**QUESTION NO: 4**

Which router is an ideal platform for customers that want the widest variety of network interfaces and services, including Virtual Private Network (VPN), intrusion detection, and IP communications?

- A. Cisco 3800 Series Integrated Services Routers
- B. Cisco 2800 Series Integrated Services Routers
- C. Cisco 1800 Series Integrated Services Routers
- D. Cisco 800 Series Integrated Services Routers

**Answer: A**

**QUESTION NO: 5**

A customer requires a software-based call-processing agent that extends enterprise telephony features and capabilities to packet telephony network devices. Which application would meet the needs of the customer?

- A. Cisco IPContact Center
- B. Cisco Unity Express
- C. Cisco Unity Unified Messaging
- D. Cisco IP telephony
- E. CiscoCallManager

**Answer: E**

**QUESTION NO: 6**

Which two of these statements best reflect how to position a Cisco IP telephony solution against a competitor solution? (Choose two.)

- A. An IP-enabled PBX solution does not offer "five nines" of reliability.
- B. Cisco IP telephony solutions typically have less up-front costs than IP-enabling an existing PBX.
- C. Cisco has over 6000 IP telephony customers that have realized an increased ROI from a true, end-to-end converged architecture.

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D. Cisco is the market innovator for IP telephony and invests heavily in research and development

**Answer: C,D**

**QUESTION NO: 7**

A Cisco converged IP environment consists of four layers, including the client layer, the services layer, and the applications layer. What is the fourth layer of the IP environment?

- A. hub layer
- B. data network layer
- C. hardware layer
- D. infrastructure layer

**Answer: D**

**QUESTION NO: 8**

Tracking employee productivity and simplifying employee training describe common concerns among individuals who fulfill which one of these roles?

- A. telecommunications manager
- B. IT manager
- C. marketing manager
- D. human resources manager

**Answer: D**

**QUESTION NO: 9**

Which two business challenges are most relevant to enterprise customers investigating networking technologies? (Choose two.)

- A. limited extension mobility
- B. increased revenues
- C. reduction of operating expenses
- D. retention of existing hardware
- E. retention of applications

**Answer: B,C**