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650-304

Cisco SaaS Conferencing and EIM Resale

ATP for the FE Exam

DEMO

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QUESTION NO: 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

Explanation:

QUESTION NO: 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

Explanation:

QUESTION NO: 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

Explanation:

QUESTION NO: 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

Explanation:

QUESTION NO: 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

Reference:http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/collab09/collabor.html

QUESTION NO: 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/webexconnect/orgadmin/help/index.htm?toc.htm?cs_domain_cat.htm(see the first note with green background on the page)

QUESTION NO: 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

Explanation:

QUESTION NO: 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

Explanation:

QUESTION NO: 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

Reference:http://www.cisco.com/en/US/prod/collateral/ps10352/0709_PS_Connect6.pdf(last page, see voice and video conferencing)