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# 700-104

Business Edition 6000 for Account Managers  
(BE6KAM)

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**QUESTION NO: 1**

Where in the value chain do collaboration architecture solutions bring the highest value to businesses?

- A. In human resources management processes
- B. Infrastructure
- C. In logistics processes
- D. Within core business processes

**Answer: D**

**Explanation:**

**QUESTION NO: 2**

Which three of these are market trends that drive the need for an improved, more efficient collaboration experience? (Choose three.)

- A. automated order processing
- B. conducting business globally across several or all time zones
- C. effective HRM system
- D. work anywhere, anytime, any device
- E. inventory management
- F. cloud services and social media

**Answer: B,D,F**

**Explanation:**

**QUESTION NO: 3**

Management style is a key factor in effective collaboration. How does management style affect and help create a collaborative culture in an organization?

- A. It ensures higher quality and performance.
- B. It makes collaboration easy and natural.
- C. It stores information logically.
- D. It establishes collaboration as a corporate behavior.

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**Answer: D**

**Explanation:**

**QUESTION NO: 4**

Which three collaboration mechanisms increase customer satisfaction? (Choose three.)

- A. attractive TV advertisements
- B. variety of customer communication channels
- C. flexible, enhanced customer service processes
- D. effective mail and email communication
- E. frequent phone communication
- F. ability to access customer data from any device, anywhere

**Answer: B,C,F**

**Explanation:**

**QUESTION NO: 5**

Which statement best describes the Cisco collaboration architecture?

- A. It is a collaboration framework designed to integrate the existing collaboration functionalities of a customer with Cisco network infrastructure.
- B. It is a collaboration framework designed to support the collaboration needs of a typical large enterprise.
- C. It is a flexible collaboration framework designed to support any customer and any user collaboration needs.
- D. It is a flexible network framework designed to enable integration with the collaboration requirements of a customer.

**Answer: C**

**Explanation:**

**QUESTION NO: 6**

Which value does the Cisco Business Edition 6000 bring to midmarket businesses?

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- A. adding video collaboration capabilities on top of the existing telephony system
  - B. co-location with the existing telephony system
  - C. advanced collaboration functionalities on a single server
  - D. enhanced collaboration functionalities by adding only a few additional servers

**Answer: C**

**Explanation:**

**QUESTION NO: 7**

Which Cisco Unified Communications application provides voice messaging capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

**Answer: D**

Reference:

[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data\\_sheet\\_c78-638921.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet_c78-638921.html) (see Cisco Unity connection)

**QUESTION NO: 8**

Which Cisco Unified Communications application is designed to provide enhanced customer care capabilities with Cisco Business Edition 6000?

- A. Cisco Unified Communications Manager
- B. Cisco Unified Presence
- C. Cisco Unified Contact Center Express
- D. Cisco Unity Connection
- E. Cisco Unified Attendant Console

**Answer: E**

Reference:

[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data\\_sheet\\_c78-638921.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps11369/data_sheet_c78-638921.html)