Examcollection

646-223

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Unified Communications Express AM

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DEMO EXAM

Question: 1
An account manager is meeting with a customer who is interested in a Cisco IP Communications solution. The customer needs to support a variety of analog devices, voice mail, auto attendant, and 200 users. Which solution should the account manager discuss with this customer?

A. A full Cisco CallManager solution
B. A full Cisco CallManager solution with Cisco Unity
C. Cisco CallManager Express
D. Cisco CallManager Express with Cisco Unity Express

Answer: D

Question: 2
One of your potential customers has concerns about choosing a Cisco IP Communications solution because, according to the competition, IP telephony solutions cost more than they are worth. Which strategy would be most appropriate to defuse this concern?

A. Unlike traditional office environments where voice and data are separate, Cisco IP Communications supports the idea of a converged network where the telephony and IP components are integrated.
B. An IP-enabled PBX inevitably reaches a point called the golden phone, at which an addition requires more than just a phone. In fact, it requires a card to support the phone, and possibly a new shelf of a cabinet to house the card. These upgrades end up being very costly and offer the customer no flexibility to implement nonproprietary solutions in the future.
C. With low operating and capital costs, a Cisco IP Communications deployment will pay for itself in 18 months on average and will provide an average annual savings per user of US$334. The drivers of the ROI are determined by the unique network circumstances of the customer, such as the speed of migration, the remaining life on the PBX, and the extent of the data upgrade.
D. Cisco IP Communications solutions are based on tested and verified designs that ensure rapid ROI. Cisco or its IP telephony specialized channel partners can also customize these solutions to meet business demands and realize cost savings resulting from existing equipment or applications.

Answer: C

Question: 3
Organizations that embrace Cisco IP Communications solutions are able to interoperate with existing TDM systems and applications, as well as support which two traditional telephony networking standards? (Choose two.)

A. QSIG
B. BGP
C. SIP
D. TDM
E. DPNSS

Answer: A, E

Question: 4
The IT manager from a prospective client organization explains that their network is overloaded. The network has been in use since 2002 with minimal upgrades, and is composed of several different devices from different vendors. E-mail is slow, the voice-mail system is outdated, and employee productivity and responsiveness are suffering.
Given this scenario, which business driver is most appropriate to sell a Cisco IP Communications solution?

A. Reduce operating costs
B. Increase revenue generation
C. Facilitate future expansion
D. reduce the number of employees

Answer: A

Question: 5
You require an easy-to-use, web-enabled tool to demonstrate to a prospective customer the benefits of a converged network in terms of productivity enhancements and real estate savings. Which tool should you use?

A. Cisco ROI analysis
B. Cisco CNIC
C. business case from the industry of the prospect
D. customized hurdle rate analysis

Answer: B

Question: 6
An account manager is meeting with a service provider that has installed Cisco CallManager Express at a large number of its subscriber sites. The customer wants to maintain and troubleshoot Cisco CallManager Express remotely. Which Cisco CallManager Express feature makes this possible?

A. CiscoWorks VPN/Security Management Solution
B. Cisco Network Analysis Module
C. command-line interface
D. CiscoWorks IP Telephony Environment Monitor

Answer: C

Question: 7
Which two baseline discovery questions would be most appropriate to ask an IT manager? (Choose two.)

A. In how many locations do you have Cisco routers deployed?
B. Would installing Cisco IP Communications Express with other business systems reduce the complexity of your IP infrastructure?
C. How many platforms do you intend to use for call processing and voice mail?
D. Do you anticipate growth in the number of employees over the next few years?

Answer: A, C

Question: 8
A potential customer has several global offices, including one in North America, two in France, and one in Germany. This prospect is investigating cost-effective voice mail and auto attendant, and has asked for your recommendation. What application would best meet the needs of the customer?

A. Cisco Unity Express
B. Cisco Unity
C. customized XML applications
D. Cisco CallManager

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