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# 650-368

**Cisco**

*PSACAFE Advanced Collaboration Architecture Field Engineer Exam*

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**QUESTION: 1**

Once you define the customer's value chain, you will be able to identify departments managing core processes where the Cisco Collaboration Architecture will bring highest business value. Which two of the following departments typically manage core processes? (Choose two.)

- A. Logistics and Operations
- B. HR Management
- C. Research and Development
- D. Procurement
- E. Sales and Marketing

**Answer:** A, E

**QUESTION: 2**

Healthcare is a vertical that has many differences in various regions. Which of the following statements can be considered as valid throughout the world?

- A. There is a worldwide standardization body.
- B. The available budget is increasing constantly.
- C. Nurses do not have enough time with patients.
- D. Costs of healthcare are decreasing and freeing up the budget.
- E. Nurses can easily spend time with patients.

**Answer:** A

**QUESTION: 3**

When proposing the Cisco Collaboration Architecture solution to a customer, you will need to speak with all team members of their informal buying center. Which three roles does the IT manager typically play in the decision-making process? (Choose three.)

- A. adaptor
- B. gatekeeper
- C. decider
- D. buyer
- E. end user
- F. initiator

**Answer:** B, C, F

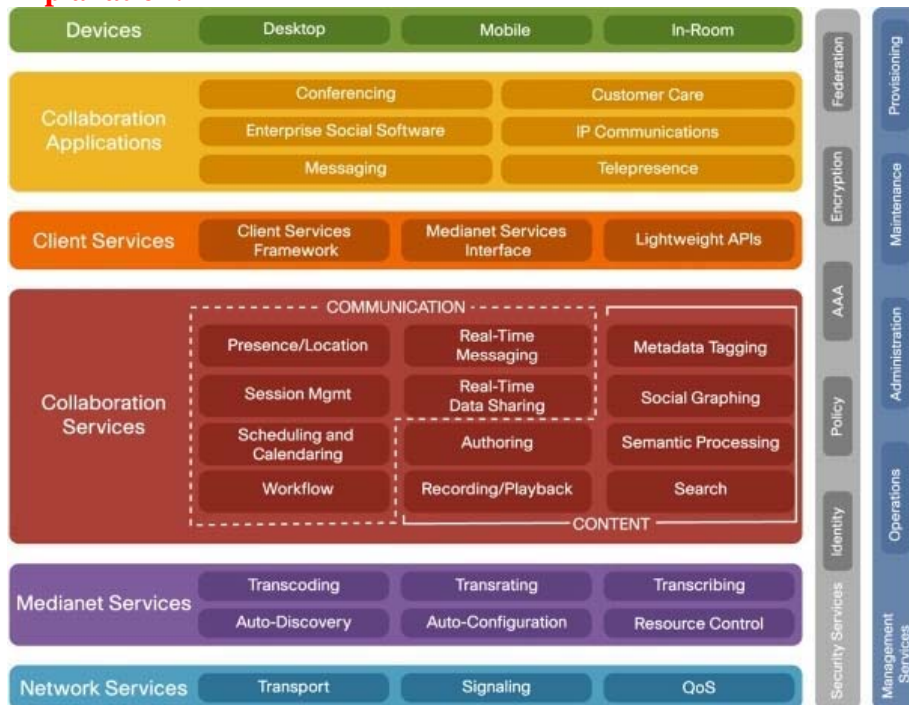
**QUESTION: 4**

In which layer of the Cisco Collaboration Architecture would you find session and content management?

- A. endpoint device layer
- B. collaboration applications layer
- C. infrastructure layer
- D. collaboration services layer

**Answer:** D

**Explanation:**



**Reference:**

[http://www.cisco.com/en/US/solutions/collateral/ns340/ns858/c22-613680\\_sOview.html](http://www.cisco.com/en/US/solutions/collateral/ns340/ns858/c22-613680_sOview.html)

**QUESTION: 5**

Which two Cisco collaboration functions are significantly improved by introducing Jabber technology? (Choose two.)

- A. social networking software
- B. conferencing
- C. messaging
- D. IP communications
- E. Presence

**Answer:** B, C

**QUESTION: 6**

Retail businesses must move quickly in order to innovate, respond to changing market conditions, enhance customer service, and increase sales. Which of the following addresses this requirement?

- A. Cisco Lean Retail
- B. Cisco Connected Retail
- C. Cisco Employee Optimization
- D. Cisco Customer Experience Transformation
- E. Cisco Secure Store

**Answer:** A

**Explanation:**

Do More with Less

Retail businesses must move quickly in order to innovate, respond to changing market conditions, enhance customer service, and increase sales. A Cisco Lean Retail Architecture can help you launch new initiatives on schedule and on budget along with helping to ensure high application performance during peak shopping periods. This solution can also help reduce IT costs and maximize the efficiency of your existing data center systems to strengthen your business's competitive advantage and enhance your brand.

**Reference:**

<http://www.cisco.com/web/strategy/retail/lean-portfolio-solution.html>

**QUESTION: 7**

How does the Cisco Unified Client Services Framework deliver value to the customer?

- A. It makes collaboration processes and utilization of collaboration applications visible.



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