



646-096

Cisco

CRM Express for Account Managers

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QUESTION 1:

Select the one key feature of accurate call duration tracking.

- A. provides complete call accounting solution to customer
- B. provides call routing of calls to correct agents
- C. gives user duration of calls in e-mail
- D. provides customers with accurate charge-back billing data

Answer: D

QUESTION 2:

To what type of customers should you present Cisco CRM Communications Connector?
Select two.

- A. large Enterprise customers with hundres of users
- B. small and medium business up to 100 users
- C. small office, home office (SOHO) business with less than 5 users
- D. Enterprise customers with branch locations up to 100

Answer: B, D

QUESTION 3:

Which types of customers are good candidates for Cisco CRM Communications Connector integration? Select two.

- A. customers who use Microsoft CRM
- B. customers who use all Unix Servers
- C. customers with Cisco IP Communications deployed
- D. customers who do not need new telephony solutions

Answer: A, C

QUESTION 4:

Select the ideal type of customers the benefit from use of Cisco CRM Communications Connector solution?

- A. a customer who has Microsoft Exchange or Windows Server already deployed
- B. a customer using IBM Lotus Notes for e-m ail
- C. customer who has invested in a non Microsft CRM Solution
- D. a customer who does not use computers or technology

SAMPLE EXAM



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