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Exam : 650-304

**Title : PASCERFE - Cisco SaaS
Conferencing and EIM
Resale ATP for the FE
Exam**

Version : DEMO

- 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

- 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

- 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

- 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

- 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

- 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)

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

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

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)

10.Why is it important to tie Cisco WebEx solutions to the business drivers of an organization?

- A.To prove that Cisco WebEx solutions meet their organizational needs
- B.To prove that Cisco WebEx solutions are better than the competition
- C.To demonstrate your knowledge
- D.To make the client realize what its needs are

Answer: A