Vendor: Cisco

Exam Code: 646-223

Exam Name: Unified Communications Express AM (UCXAM)

Version: DEMO

QUESTION 1

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 E-mail is slow, the voice-mail system is outdated, and employee productivity and responsiveness are suffering.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 Unified Communications solution?

A. reduce operating costs
B. increase revenue generation
C. facilitate future expansion
D. reduce the number of employees

Answer: A

QUESTION 2
Telecommunications manager: "I have heard that the speech quality of VoIP is poor. I think I would rather wait until the technology has really been tested." What is the most appropriate response to the telecommunications manager objection to deploying a Cisco Unified Communications solution?

A. VoIP is already a proven technology and the speech quality would be as good as, if not better than, a traditional phone system.
B. Cisco Unified Communications is an enhancement of VoIP, so it offers better quality.
C. Today, there is enough bandwidth in the Internet, so QoS for speech would be guaranteed.
D. Policies applied to traffic on a Cisco Unified Communications network are set to give a higher priority to voice packets than to data packets, which guarantees that speech quality is as good as, if not better than, a traditional phone system.

Answer: D

QUESTION 3
Which statement about Cisco Unified Communications Manager Express and Cisco Unified Communications Manager is correct?

A. Cisco Unified Communications Manager Express is a router-based solution and Cisco Unified Communications Manager scales up to 240 users.
B. Cisco Unified Communications Manager is a router-based solution and scales up to 24,000 users.
C. Cisco Unified Communications Manager is a server-based solution and scales up to 24,000 users.
D. Cisco Unified Communications Manager Express is a router-based solution and Cisco Unified Communications Manager scales up to 30,000 users.
E. Cisco Unified Communications Manager is a server-based solution and Cisco Unified Communications Manager Express scales up to 300 users.

Answer: D

QUESTION 4
Account manager: "Have you considered the potential savings in TCO that you will experience with a Cisco Unified Communications upgrade?" Finance manager: "To some degree, yes, but

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from my perspective, this is quite expensive in terms of a financial investment and in terms of staffing and maintenance costs." Based on the scenario, what is the primary concern of the finance manager?

A. reducing operating costs
B. return on investment
C. business justification
D. Cisco Unified Communications compared with IP-enabled PBX

Answer: A

QUESTION 5
SMBs often rely on a systems administrator to handle IT needs. They often decide against implementation of IP telephony because of complicated QoS configuration. What is an advantage of Cisco Unified Communications solutions in implementing QoS for SMB customers who are not experts?

A. QoS is enabled on every ISR by default.
B. AutoQoS allows administrators to easily set up policies to deliver high-quality voice.
C. A Cisco Unified Communications solution is a reliable solution, so QoS is not needed.
D. Cisco Unified IP phones accept more jitter and loss than IP phones from the competitors.
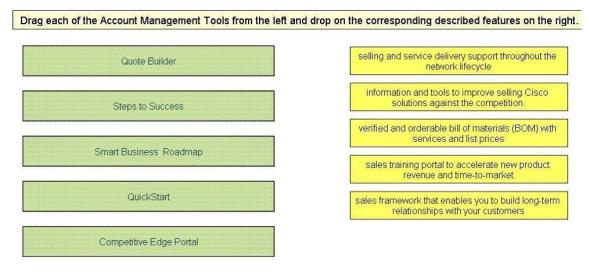
Answer: B

QUESTION 6
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
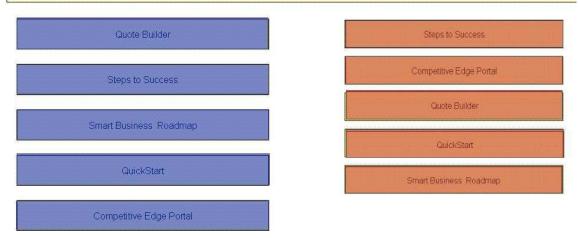D. customized hurdle rate analysis

Answer: B

QUESTION 7
Drag Drop

Drag each of the Account Management Tools from the left and drop on the corresponding described features on the right.

Quote Builder	selling and service delivery support throughout the network lifecycle
Steps to Success	information and tools to improve selling Cisco solutions against the competition.
Smart Business Roadmap	verified and orderable bill of materials (BOM) with services and list prices
QuickStart	sales training portal to accelerate new product revenue and time-to-market
Competitive Edge Portal	sales framework that enables you to build long-term relationships with your customers

Answer:

Drag each of the Account Management Tools from the left and drop on the corresponding described features on the right.

Quote Builder	Steps to Success
Steps to Success	Competitive Edge Portal
Smart Business Roadmap	Quote Builder
QuickStart	QuickStart
Competitive Edge Portal	Smart Business Roadmap

QUESTION 8
An account manager is meeting with a customer who is interested in a Cisco Unified 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 Unified Communications Manager solution
B. a full Cisco Unified Communications Manager solution with Cisco Unity
C. Cisco Unified Communications Manager Express
D. Cisco Unified Communications Manager Express with Cisco Unity Express

Answer: D

QUESTION 9
An account manager is meeting with a customer who is running Cisco 2821 Integrated Services Routers at various branches with Cisco Unity Express Network Module cards in each router. The customer has decided to upgrade to Cisco 2851 Integrated Services Routers for various reasons.

The customer wants to maintain the same level of voice mail and auto attendant as before and is concerned whether new equipment will need to be purchased. What should be your response to the customer?

A. Upgrade to the new routers and purchase a Cisco Unity Express Network Module Enhanced Capacity.
B. Keep the same routers and purchase a Cisco Unity Express Network Module Enhanced Capacity.
C. Upgrade to the new routers and keep the same Cisco Unity Express Network Module.
D. Upgrade to Cisco 3800 Series Integrated Services Routers and keep the same Cisco Unity Express Network Module.

Answer: C

QUESTION 10
A customer decided to simplify his operations and purchased Cisco Smart Care Service. Which of these is not a feature and benefit of Cisco Smart Care Service?

A. It provides remote monitoring and repair of Cisco devices and software applications.
B. It provides proactive health checks and periodic assessments of Cisco network foundation, voice, and security technologies to identify potential issues.
C. Cisco Smart Care Service replaces Cisco SMARTnet and Shared Support Services.
D. The service is delivered through a local Cisco Certified Partner working with Cisco to provide a consistently excellent service experience.

Answer: C

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