

Exam Code: 650-173

Exam Name: SBCSAM Smart Business Communication
Systems for Account Managers

Vendor: CISCO

Version: DEMO

Part: A

1: Who are two Key competitors in the SMB market? (Choose two)

- A.3Com
- B.Avaya
- C.Huawei
- D.Juniper Networks
- E.Nortel

Correct Answers: B E

2: What does Cisco SMARTnet provide?

- A.call processing and call handling features
- B.hardware replacement and software updates
- C.sales tools, such as Quote Builder
- D.VPN security for mobile and home office workers

Correct Answers: B

3: Which three features does the Cisco UC520 support?

- A.Cisco Unity Express
- B.distributed routing
- C.Storage Area Networks
- D.analog devices
- E.Telepresence
- F.Security, Firewall, VPN

Correct Answers: A D F

4: When creating demand with business decision makers, which two SMB challenges should be your focus?

- A.lack of resources
- B.competitive pressure
- C.securing business assets
- D.operational efficiency
- E.investment protection

Correct Answers: B D

5: What resource would you recommend to a new Cisco partner for a variety of tools?

- A.Steps to Success
- B.Unified Communications for SMB
- C.Channel incentive program
- D.Partner Central

Correct Answers: D

6: What are two ways you can build credibility with decision makers?

- A. discuss and compare competitor features
- B. research the vertical industry
- C. match current system features to SBCS solution features
- D. demonstrate business impact

Correct Answers: B D

7: If a customer objects that the SBCS solution is too expensive, what are two response areas to highlight?

- A. initial cost
- B. operating costs
- C. competitor prices
- D. individual feature costs

Correct Answers: A B

8: What is a useful tool to get solution requirements and pricing in the sales process?

- A. Quote Builder
- B. Smart Assist
- C. Partner Central
- D. Vision

Correct Answers: A

9: What describes the consultative sales process for SMB??s for Unified communications?

- A. Steps to Success
- B. Campaign Builder
- C. Smart Business Roadmap
- D. Partner Central

Correct Answers: C

10: Which two benefits will a client see from adding a wireless LAN Controller to their Smart Business Communications System? (Choose two)

- A. allow for guest access
- B. increase connection speeds
- C. additional access points
- D. network management with CLI

Correct Answers: A C