

# 646-363

## Cisco

### *Cisco Express Foundation for Account Managers*

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**Question: 1**

Which service is provided by Cisco SMARTnet?

- A. Investment protection with upgrade discounts
- B. Around-the-clock access to Cisco Technical Access Center
- C. Cisco Learning Credits for IT staff development
- D. Service level agreements to ensure uptime requirements are met

**Answer: B**

**Question: 2**

Which service component within the prepare phase recommends the appropriate technology strategy to address a business requirement of the customer?

- A. Identifying what a customer requires from a proposed solution
- B. Analyzes the customer's business requirements and recommends the appropriate Cisco technologies to meet business requirements
- C. Determining what end-user training a customer requires
- D. Addressing a customer's physical requirements

**Answer: B**

**Question: 3**

What best explains why the banking industry is ready to take advantage of an integrated network infrastructure?

- A. Many banks are still connecting via dial-up.
- B. Many banks need to consolidate departments and resources.
- C. Many banks find themselves with an obsolete branch infrastructure.
- D. Many banks need back-office process streamlining.

**Answer: C**

**Question: 4**

A new client of yours is experiencing a growth spurt. The client's IT staff is making network changes manually and, as a consequence, is extremely overworked. You suggest the client implement a network management system, citing which important business benefit?

- A. Potential for outsourcing the IT staff
- B. Provision of an out-of-band management architecture
- C. Threat mitigation
- D. Reduction in network downtime

**Answer: D**

**Question: 5**

Which three of these service components are in the design phase? (Choose three.)

- A. Account Qualification and Planning
- B. Detailed Design Development
- C. Staff Training
- D. Systems Acceptance Test Plan Development
- E. Staging Plan Development
- F. Site Readiness Assessment

**Answer: B, D, E**

**Question: 6**

Which three business requirements development activities are performed in the prepare phase before creating a technology strategy? (Choose three.)

- A. Identifying and assessing customer business requirements
- B. Documenting and categorizing customer business requirements in terms of performance, availability, capacity, and security
- C. Producing a documented technology strategy
- D. Creating a bill of materials
- E. Presenting documented business requirements to a customer and having the customer validate them completing a site survey

**Answer: A, B, E**

**Question: 7**

What is a Cisco industry initiative that uses the network infrastructure to enforce security policy compliance on all devices that are seeking to access the network?

- A. Cisco Adaptive Threat Defense
- B. Cisco Secure Access Control
- C. Cisco Network Admission Control
- D. Cisco Threat Defense System

**Answer: C**

**Question: 8**

Cisco Catalyst 4500 Series switches are attractive to medium-size campuses with growth opportunities due to the switches' enhanced security and which two other features? (Choose two.)

- A. Enhanced multilayer software image
- B. Connectivity to multiple types of WAN connections
- C. Cisco Unified Communications Manager
- D. QoS for converged networks
- E. Modular, customizable components

**Answer: D, E**

**Question: 9**

The Cisco UC520 provides integrated WLAN connectivity to mobile clients for which technology?

- A. Voice only
- B. Data only
- C. Data and voice

**Answer: C**

**Question: 10**

Which three features does the Cisco UC520 support? (Choose three.)

- A. Cisco Unity Express
- B. Distributed routing
- C. Storage Area Networks

- D. Analog devices
- E. Telepresence
- F. security, firewall and VPN

**Answer: A, D, F**

**Question: 11**

Which centralized systems management product provides a console used to detect, locate, and disable rogue wireless access points throughout the network?

- A. Cisco Aironet
- B. Cisco WLA
- C. Cisco WLS
- D. CiscoWorks WLSE

**Answer: D**

**Question: 12**

In the plan phase, network readiness assessment addresses which customer need?

- A. An assessment of the preparedness of the customer's existing system infrastructure to support a proposed solution
- B. A comprehensive design that has been customized based on the operations processes, network management processes, and tools of its system
- C. An in-depth assessment of the operational environment required to support the operation of both the current and planned solutions
- D. The optimal technologies for supporting its business requirements and objectives

**Answer: A**

**Question: 13**

Who are two key competitors in the SMB market? (Choose two.)

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

**Answer: B, E**

**Question: 14**

Which two access points have integrated 802.11a/b/g radio antennas? (Choose two.)

- A. Cisco Aironet 1000 Series products
- B. Cisco Aironet 1100 Series products
- C. Cisco Aironet 1130AG Series products
- D. Cisco Aironet 1200 Series products
- E. Cisco Aironet 1240AG Series products
- F. Cisco Aironet 1300 Series products

**Answer: A, C**

**Question: 15**

What describes the consultative sales process for SMBs for Unifite Communications?

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