Exam Code: 700-695

Exam Name: Cisco Collaboration SaaS Authorization for PreSales Engineer

Exam A

QUESTION 1
Where are customer numbers provisioned in Control Hub?

A. Site Creation

B. User Creation

C. Organization Creation

D. Managed Device Configuration

Correct Answer: C
Section:
Explanation:
Customer numbers are provisioned in the Organization Creation step within Control Hub. This step is essential for setting up a customer's organization in Cisco's management portal, where all subsequent configurations, including user management, services, and devices, are handled. Properly provisioning customer numbers is crucial for accurately linking accounts and managing services under the correct organizational hierarchy.

QUESTION 2
What are the primary types of Smart Accounts?

A. Licenses, Resale

B. Try and Buy, Licenses

C. Holding. Try and Buy

D. Holding. Customer

Correct Answer: D
Section:
Explanation:
The primary types of Smart Accounts in Cisco are Holding and Customer.
Holding Accounts are typically used by partners or distributors to manage and allocate licenses or entitlements to their customers.
Customer Accounts are directly associated with end-user organizations that use Cisco products and services, enabling them to manage their licenses and entitlements effectively.
Smart Accounts streamline the management and deployment of Cisco licenses, providing a central repository to handle all license-related activities across different customer environments.

QUESTION 3
How long can a Team Space persist?

A. 60 days

B. 190 days

C. one year

D. until closed by the administrator

Correct Answer: D
Section:
Explanation:
A Team Space in Webex persists until it is closed by the administrator. Webex Teams allows for continuous and indefinite storage of team spaces and their associated content, such as messages, files, and whiteboards, for as long as needed. The retention policy can be customized by each customer, but in general, a Team Space will remain active and available until an administrator decides to delete or close it.

QUESTION 4
What is a requirement of Webex Teams message encryption?

A. Message encryption must use the AES-256-GCM cipher.

B. Cisco must request message encryption.

C. The customer must request message encryption.

D. Messages must include data classified as confidential to be encrypted.

Correct Answer: A
Section:
Explanation:
Webex Teams (now Webex App) uses end-to-end encryption to secure messages and content shared in spaces. AES-256-GCM (Advanced Encryption Standard with 256-bit keys in Galois/Counter Mode) is the encryption cipher used by Webex Teams to ensure data confidentiality and integrity. This is a strong encryption standard widely adopted for secure communication in enterprise environments.
Cisco Reference
Cisco's security documentation outlines the use of AES-256-GCM for encrypting Webex Teams messages.

QUESTION 5
A partner is working with a customer who needs a Hunt Group and has assigned the feature to the customer site. What is the next step to configure this site feature?

A. assign the license

B. assign a pilot number

C. assign a device

D. assign a user

Correct Answer: B
Section:
Explanation:
After assigning the Hunt Group feature to a customer site in Webex Calling, the next step is to assign a pilot number. The pilot number acts as the entry point for incoming calls to the Hunt Group, allowing the system to distribute these calls according to the Hunt Group settings, such as the specific sequence or pattern in which the calls are delivered to the designated users.
Cisco Reference
Webex Calling configuration guidelines provide details on setting up Hunt Groups, including the assignment of pilot numbers.

QUESTION 6
Which role within an organization has the privilege to see all messages?

A. Compliance officer

B. Site Administrator

C. Message Administrator

D. Device Administrator

Correct Answer: A
Section:
Explanation:
Within an organization, the Compliance Officer has the privilege to see all messages. This role is specifically designed for monitoring and ensuring that communication complies with regulatory requirements and organizational policies. The Compliance Officer has access to all spaces and conversations within Webex to perform these duties.
Cisco Reference
The compliance role and its permissions are detailed in the Cisco Webex Control Hub administration guide.

QUESTION 7
Which announcements are available in a Webex Calling call queue?

A. welcome, hold, queued, overflow
B. greetings, wait, comfort, pause, overflow
C. welcome, wait, comfort, hold, overflow
D. greetings, pause, wait, overflow

Correct Answer: A
Section:
Explanation:
In Webex Calling call queues, the available announcements include:
Welcome: An initial greeting message that plays when a call is placed in the queue.
Hold: A message or music played while the caller is on hold.
Queued: A message indicating the caller's position in the queue.
Overflow: A message that plays when the call queue reaches its maximum capacity and the call cannot be queued.
Cisco Reference
The Webex Calling call queue feature documentation describes the different types of announcements available within call queues.

QUESTION 8
To whom is the Control Hub available?

A. exclusively to partners
B. to customers with 100 paid subscriptions
C. any paid subscription
D. exclusively to internal Cisco employees

Correct Answer: C
Section:
Explanation:
The Control Hub is available to any paid subscription of Cisco Webex services. Control Hub is a centralized management interface where administrators can manage users, devices, and services, as well as monitor usage and analytics for all Webex services.
Cisco Reference
The Cisco Webex Control Hub guide details its availability for all paid subscriptions, providing access to management and configuration tools.

QUESTION 9
What is the Webex Calling product availability SLO?

A. 98.99%
B. 93%
C. 99%
D. 99.99%

Correct Answer: D
Section:
Explanation:
Webex Calling offers a Service Level Objective (SLO) for product availability of 99.99%. This SLO represents the uptime percentage that Cisco commits to maintaining for the Webex Calling service, ensuring high availability and reliability for users.

Cisco guarantees this high level of availability by utilizing a globally distributed infrastructure and redundancy across multiple data centers. This approach allows Webex Calling to maintain continuous operation even in the event of localized issues or outages, ensuring users experience minimal service disruption.

To achieve and maintain the 99.99% availability, Cisco employs several key strategies:

Redundant Architecture: The Webex Calling infrastructure is designed with multiple layers of redundancy, including network, server, and data center redundancies.

Continuous Monitoring: Cisco continuously monitors the Webex Calling environment for any signs of potential service degradation and responds quickly to mitigate issues.

Automated Failover: In the event of a failure, the system can automatically switch to backup resources without noticeable downtime to end users.

Regular Maintenance and Upgrades: Cisco regularly performs system maintenance and upgrades during scheduled windows to ensure the platform is running on the latest and most secure infrastructure without affecting service availability.

These measures align with Cisco's commitment to provide a reliable cloud calling solution, making Webex Calling a robust choice for organizations needing consistent, high-availability communication services.

QUESTION 10
What are two features of the Webex Calling Voice Portal? (Choose two.)

A. voicemail access

B. local gateway access

C. time schedule setup

D. end user Control Hub password modification

E. auto attendant greeting recording

Correct Answer: A, E
Section:
Explanation:
The Webex Calling Voice Portal provides several key functionalities for managing voice communications within the Webex Calling system. The two features relevant to this question are:

Voicemail Access (Option A): The Voice Portal in Webex Calling allows users to access their voicemail. This feature enables users to listen to their voicemails, change their voicemail PIN, and manage voicemail settings. This is a core function of the Webex Calling Voice Portal, ensuring users can maintain and retrieve messages easily.

Auto Attendant Greeting Recording (Option E): Another key feature of the Webex Calling Voice Portal is the ability to manage auto attendants, including recording greetings for them. Auto attendants serve as virtual receptionists that provide callers with a menu of options to direct their call appropriately. The Voice Portal allows administrators or authorized users to record and update these greetings directly through the system.

Cisco Reference

Refer to the 'WebEx-Calling.pdf' document, which covers the details of the voice portal functionalities including voicemail management and auto attendant settings.

QUESTION 11
What are two features of Cisco Webex? (Choose two.)

A. one core user experience across Cisco devices and software

B. multiple user experiences across all devices and software

C. one core user experience for unified solutions

D. multiple cloud platforms that are secure and operate separately

E. one cloud platform that is open, secure, and interoperable

Correct Answer: A, E
Section:
Explanation:
Cisco Webex provides a consistent, unified user experience across all Cisco devices and software, allowing seamless transitions and interactions regardless of the endpoint being used. This is a critical feature that ensures users have a familiar interface and experience whether they are using Webex on a desktop, mobile device, or Cisco collaboration endpoint.

Additionally, Cisco Webex operates on a single cloud platform that is open, secure, and interoperable. This platform supports integration with various third-party applications and services while maintaining a high level of security and compliance. The openness of the platform enables developers and businesses to customize and expand their collaboration solutions to meet specific needs.

These features demonstrate Cisco's commitment to delivering a cohesive and integrated collaboration experience across a wide range of devices and services.

QUESTION 12
To whom is development available on the Webex platform?

A. Development is free for everyone.

B. Development is dependent on customer status.

C. Development is dependent on developer status.

D. Development is pay-per-use.

Correct Answer: A
Section:
Explanation:
Development on the Webex platform is free for everyone, which means that any developer or organization can use Webex APIs and SDKs to build custom applications, bots, and integrations. Cisco provides open access to these tools, encouraging developers to create new solutions that enhance collaboration and integrate seamlessly with the Webex ecosystem.
Cisco also offers comprehensive documentation, tutorials, and community support to help developers get started and make the most of the Webex platform capabilities. This approach promotes innovation and the creation of tailored solutions that cater to diverse customer needs.

QUESTION 13
What are the buying models for Meetings in the Cisco Collaboration Flex Plan?

A. Meetings is not available on the Collaboration Flex Plan

B. Enterprise Agreement, Active User, and Named User

C. Named User and Active User only

D. Enterprise Agreement only

Correct Answer: B
Section:
Explanation:
The Cisco Collaboration Flex Plan provides three main buying models for Webex Meetings:
Enterprise Agreement: This model allows organizations to cover all users with a single agreement, simplifying management and ensuring predictable costs.
Active User: In this model, charges are based on the number of active users per month, which is beneficial for organizations with fluctuating usage patterns.
Named User: This model is suitable for organizations that want to purchase licenses for specific individuals who will use Webex Meetings regularly.
These flexible purchasing options enable organizations to choose the model that best aligns with their usage patterns, budget, and collaboration needs.

QUESTION 14
What are two features of Webex Edge? (Choose two.)

A. Touch Ten

B. Analytics

C. Audio

D. Management

E. Connect

Correct Answer: B, D
Section:
Explanation:
Webex Edge is a set of services that enables integration between Cisco Webex cloud services and on-premises collaboration infrastructure. The two features relevant to this question are:
Analytics (Option B): Webex Edge for Devices provides detailed analytics that help organizations monitor and manage their collaboration infrastructure effectively. These analytics include data about usage, performance, and device health, which can be crucial for optimizing the collaboration experience and troubleshooting any issues that may arise.

Management (Option D): Webex Edge provides comprehensive management capabilities, allowing organizations to control and configure their devices and services. This feature enables centralized management, firmware updates, and troubleshooting through the Cisco Control Hub, which is the central management portal for Cisco Webex services.
Cisco Reference
Information about these features can be found in the Cisco Webex Edge documentation and the 'WebEx-Overview.pdf' which explains the integration capabilities with Webex Edge for both Analytics and Management.

QUESTION 15
How is Cisco Software Support (SWSS) basic available?

A. SWSS is exclusively available for data center customers.

B. SWSS is included in all Flex Plan subscriptions.

C. SWSS is available as an add-on for all customers.

D. SWSS is exclusively available for enterprise customers.

Correct Answer: B
Section:
Explanation:
Cisco Software Support Service (SWSS) Basic is a foundational support option that provides access to software updates and technical support for Cisco products. SWSS Basic is included in all Cisco Collaboration Flex Plan subscriptions. This means that any customer who subscribes to the Flex Plan automatically receives basic software support services, which include software updates, upgrades, and access to Cisco's Technical Assistance Center (TAC).
Cisco Reference
Detailed information can be found in Cisco's subscription and software support documentation that covers the Flex Plan inclusions.

QUESTION 16
What does a bot act like within Webex?

A. a Webex Teams administrator

B. a Webex Teams user

C. a Webex Teams power user

D. a Webex Teams programmer

Correct Answer: B
Section:
Explanation:
Within Webex, a bot acts like a Webex Teams user. Bots are automated accounts that can participate in Webex spaces and interact with other users by sending and receiving messages. They can perform various automated tasks, respond to user inputs, and integrate with external services to provide functionalities like notifications, reminders, and data retrieval. Bots are designed to behave like regular users, which makes it easy to interact with them through normal chat interfaces.
Cisco Reference
You can refer to the developer documentation for Cisco Webex which provides a detailed overview of how bots function, including their creation and interaction in Webex Teams.

QUESTION 17
How do compliance and security relate?

A. Compliance does not guarantee security but it is a key factor to consider.

B. Compliance has no effect on security.

C. Compliance is only important for IT administrators.

D. Compliance guarantees security.

Correct Answer: A

Section:
Explanation:
Compliance and security are related but distinct concepts. Compliance refers to adhering to specific regulations, standards, and policies, which may include security requirements, while security involves protecting data and systems from threats and vulnerabilities. Compliance does not guarantee security because it is typically focused on meeting baseline regulatory requirements, which might not address all potential security risks. However, compliance is a key factor in ensuring that fundamental security measures are in place.

For example, compliance with standards like GDPR or HIPAA involves specific security practices, such as data encryption and access controls, which help improve an organization's overall security posture but do not cover all possible threats.

QUESTION 18
Which Webex Calling feature enables an automatic answering machine with menus?

A. Hunt Group
B. Voice Portal
C. Call Queue
D. Auto Attendant

Correct Answer: D
Section:
Explanation:
The Auto Attendant feature in Webex Calling enables an automated answering service that provides callers with menus and options, such as dialing by name, connecting to a specific department, or listening to general information. It is designed to efficiently route incoming calls to the correct destination based on user input, without requiring a live operator. The Auto Attendant can be customized with greetings and menu options to match the organization's needs.

This feature helps businesses manage high call volumes and improve customer experience by directing callers quickly and efficiently to the appropriate service or department.

QUESTION 19
Which tools assist partners in determining the ideal Cisco Collaboration Flex Plan for a customer?

A. App Hub and Integrations Playbook
B. Flip 2 Flex Discovery Tool and Flip2Flex Portal
C. Salesforce and Sales Connect
D. SWSS Help Desk and Cisco Commerce Workspace

Correct Answer: B
Section:
Explanation:
The Flip 2 Flex Discovery Tool and Flip2Flex Portal are tools designed by Cisco to assist customers and partners in migrating from perpetual licensing models to the Cisco Collaboration Flex Plan, which offers more flexibility and options for collaboration services. These tools help in understanding the current licensing situation, making the transition process smoother, and ensuring that organizations are getting the most value from their investment in Cisco collaboration solutions.

QUESTION 20
Which portal is used to assign partner administrators to customers?

A. Control Hub Customer Portal
B. My Settings Portal
C. CCW Portal
D. Control Hub Partner Portal

Correct Answer: D

QUESTION 21
Which Flex subscription is based on the number of named users regardless of usage?

A. AU subscription

B. EA subscription

C. Any Flex subscription

D. NU subscription

Correct Answer: D
Section:
Explanation:
The NU (Named User) subscription in Cisco's Flex Plan is based on the number of named users regardless of their usage. In this model, each user is given a license to use the Webex services, and the cost is fixed per user, making it ideal for organizations that have predictable usage patterns. This allows organizations to provide access to all users under a simple, per-user licensing model without considering actual service usage.
Cisco Reference
Details on the NU subscription model can be found in Cisco's Flex Plan documentation, which outlines how the named user licensing works and its benefits for predictable costs and user management.

QUESTION 22
Which two locations provide web tools for Webex Calling? (Choose two.)

A. Cisco webtools websites

B. Salesforce support pages

C. Cisco support online websites

D. Cisco collaboration help websites

E. Salesforce help websites

Correct Answer: C, D
Section:
Explanation:
Webex Calling provides several web tools and support resources that are accessible through:
Cisco Support Online Websites (Option C): The Cisco support site offers documentation, updates, and troubleshooting tools specific to Webex Calling. It includes access to downloads, product guides, and software updates necessary for managing and deploying Webex Calling.
Cisco Collaboration Help Websites (Option D): The Cisco collaboration help site offers resources such as user guides, administrator manuals, eLearning courses, and FAQs specifically tailored to Cisco Webex Calling and other collaboration tools. This site is designed to provide detailed support and information for both end-users and administrators.
Cisco Reference
Information about these web tools can be found in Cisco's official support and help documentation for Webex Calling.

QUESTION 23
Which topic is covered in the Webex Calling Intermediate Administration eLearning course?

A. Webex Calling and Webex Contact Center troubleshooting techniques

B. Webex Calling and its Portals

C. Webex Calling sales strategies

D. UCM Cloud provisioning strategies

Correct Answer: B
Section:
Explanation:
The Webex Calling Intermediate Administration eLearning course covers the topic of Webex Calling and its Portals. This course provides detailed information about the administration and configuration of Webex Calling services through the Control Hub, including managing users, devices, and locations. It also covers the use of various portals associated with Webex Calling for effective service management.
Cisco Reference
Refer to Cisco's training and certification pages for more details on the course contents for Webex Calling Intermediate Administration.

QUESTION 24
Which two capabilities are native to Webex teams? (Choose two.)

A. transcribing

B. call routing

C. meetings

D. messaging

E. report generating

Correct Answer: C, D
Section:
Explanation:
The two capabilities that are native to Webex Teams (now Webex App) are:
Meetings (Option C): Webex Teams has built-in meeting capabilities, allowing users to start, schedule, and join Webex meetings directly from the app. This feature integrates seamlessly with Webex's broader conferencing capabilities.
Messaging (Option D): Messaging is a core feature of Webex Teams, providing persistent chat capabilities that allow for one-on-one or team conversations, file sharing, and collaboration within spaces.
Cisco Reference
For more information on these native features, refer to the official Cisco Webex Teams documentation, which covers core functionalities such as messaging and meetings.

QUESTION 25
Which Webex Calling feature should be configured if a customer wants a phone shared by users within the organization?

A. Hoteling Guest

B. Hoteling Host

C. Mobility Access

D. Remote Office

Correct Answer: A
Section:
Explanation:
In Cisco Webex Calling, the 'Hoteling' feature allows a phone to be shared among different users within an organization. This feature is particularly useful in environments where not all employees have their own dedicated desk, such as in a hot-desking environment.
1. Understanding Hoteling in Webex Calling:
Hoteling Host: This is the primary phone that can be used by various users who do not have a dedicated desk phone. The Hoteling Host is typically associated with a physical device, like an IP phone.
Hoteling Guest: This is a user who can temporarily log in to the Hoteling Host device, making the phone act as if it belongs to the guest user for a specific period.
2. Why Hoteling Guest is the Correct Option:
To enable different users to share a single phone, you need to configure the device as a Hoteling Host and allow users, known as Hoteling Guests, to log into that device. This configuration permits multiple users to use the

same physical phone while having their personalized settings, including voicemail and call history.

The Hoteling Guest logs in to the Hoteling Host device, and the system treats the phone as if it is their personal phone, including their user profile, settings, and calls.

3. Configuration Steps:

Configure the Host Device:

In the Webex Calling Admin Portal, navigate to the specific device that will act as the Hoteling Host.

Enable the device for Hoteling and assign it as a Hoteling Host.

Set Up the Hoteling Guest:

In the user settings of potential guests, enable them as Hoteling Guests.

Guests can then log into any Hoteling Host device and use it as their own.

Usage:

The Hoteling Guest will log into the host device, and the phone will load the guest's settings and profile.

The guest can use the phone with their settings for the duration of their session.

Cisco

Reference:

The feature is detailed under the Cisco Webex Calling administration guide, which discusses user roles, including how to configure Hoteling Hosts and Guests. It can be found in the Webex Calling and Webex Management PDFs provided by Cisco.

By correctly configuring the Hoteling feature in Webex Calling, organizations can maximize the utilization of shared devices, providing flexibility and convenience for users who do not have a dedicated phone.

QUESTION 26
What is built on the Webex Teams developer portal?

A. Java and Python programs

B. Pages and Snapins

C. Integrations and Bots

D. Adapters and AppTies

Correct Answer: C
Section:
Explanation:
The Webex Teams developer portal is primarily designed to enable developers to create Integrations and Bots. Integrations allow developers to connect Webex Teams with other applications, enabling data sharing and workflow automation across platforms. Bots are automated programs that can interact with users within Webex Teams, providing functionality such as notifications, reminders, and automated responses to user inputs. These tools allow developers to enhance the functionality of Webex Teams and create more efficient workflows for users.

QUESTION 27
What is sold with the Cisco Collaboration Flex Plan?

A. Meetings and Calling with Teams

B. Calling and video conferencing with Teams

C. Contact Center and video conferencing with Teams

D. Meetings, Calling, and Contact Center with Teams

Correct Answer: D
Section:
Explanation:
The Cisco Collaboration Flex Plan is a subscription-based model that offers flexibility in purchasing various Cisco collaboration services. Under this plan, customers can choose to buy Meetings, Calling, and Contact Center solutions along with Teams capabilities. This comprehensive package allows organizations to access multiple collaboration tools under a single subscription, making it easier to manage and scale services based on business needs. The Flex Plan is designed to provide unified communication and collaboration services, promoting seamless integration across meetings, voice calling, and customer engagement solutions.

QUESTION 28

Which Webex service allows a customer to connect directly to a Webex Datacenter?

A. Webex Calling
B. Webex Edge Connect
C. Room Kit Plus Connector
D. Cisco Meeting Server

Correct Answer: B
Section:
Explanation:
Webex Edge Connect is a service that allows a customer to establish a direct, private connection from their network to a Webex data center. This is achieved through a dedicated connection to the Cisco Webex cloud, which improves the performance and reliability of Webex Meetings, Calling, and Teams services by reducing latency and jitter, ensuring better quality of service for real-time communications. It is particularly useful for large organizations that need consistent and high-quality connections to Webex services.

QUESTION 29
What are two capabilities of Cisco Webex Meetings? (Choose two.)

A. Hosts and attendees can see up to 25 participants in one full-screen mode.
B. End user experience is unique to the device type.
C. End users have the same experience for each device chosen.
D. Hosts and attendees can see up to 50 participants in one full-screen mode.
E. Webex Meetings and Webex Teams use different cloud engines.

Correct Answer: A, C
Section:
Explanation:
Cisco Webex Meetings provide a consistent user experience across all devices, whether on a desktop, mobile device, or dedicated Webex hardware. This means that the interface, features, and controls remain the same, ensuring that end users do not need to learn multiple interfaces depending on the device they use. Additionally, Webex Meetings supports viewing up to 25 participants in one full-screen mode, enabling a comprehensive view of meeting participants and enhancing the engagement during virtual meetings.

QUESTION 30
What are the levels of Cisco technical support?

A. basic, support, enhanced, premium
B. basic, support, enhanced, preferred
C. basic, solution, enhanced, premium
D. basic, advanced, enhanced, premium

Correct Answer: D
Section:
Explanation:
Cisco offers multiple levels of technical support to cater to different customer needs. The levels of support include:
Basic: Provides essential support, including access to online resources and tools.
Advanced: Adds more in-depth support with additional resources.
Enhanced: Offers a higher level of support with faster response times and more extensive problem resolution.
Premium: Provides the most comprehensive support, including direct access to Cisco experts, proactive monitoring, and advanced troubleshooting.
These support levels are designed to meet the varying requirements of customers, from those needing minimal assistance to those requiring full-scale, hands-on support.

QUESTION 31
Which solution is part of the Cisco Webex Suite?

A. Storing

B. Training

C. Calling

D. Routing

Correct Answer: C
Section:
Explanation:
The Cisco Webex Suite includes several key solutions for unified communications, collaboration, and meetings. One of these solutions is Webex Calling, which offers cloud-based calling features to enable organizations to replace traditional phone systems with a cloud-based alternative. It integrates with other Webex services to provide a comprehensive collaboration experience.
Cisco Reference
Information on Webex Suite solutions, including Webex Calling, can be found in Cisco's Webex documentation and product descriptions.

QUESTION 32
What is the minimum number of knowledge workers required to sign up for an Enterprise Agreement in Webex Calling?

A. 100

B. 250

C. 500

D. 1000

Correct Answer: B
Section:
Explanation:
To sign up for an Enterprise Agreement in Webex Calling, a customer must have a minimum of 250 knowledge workers. This threshold is set to ensure that the enterprise-level benefits and features are suitable for organizations with a substantial number of employees who require collaboration services.
Cisco Reference
Refer to Cisco's Flex Plan and Enterprise Agreement documentation for the minimum requirements and details.

QUESTION 33
Which Webex Edge service uses +E.164 numbers?

A. Management

B. (Calling

C. Audio

D. Video Mesh

Correct Answer: B
Section:
Explanation:
The Webex Edge for Calling service uses +E.164 numbers, which is the international public telecommunication numbering plan used for the standardized format of phone numbers. This service integrates on-premises call control with Cisco Webex Calling in the cloud, allowing for consistent numbering and seamless call routing.
Cisco Reference
Cisco documentation on Webex Edge for Calling explains the use of +E.164 numbers for integration purposes.

QUESTION 34
Which strategy assigns licenses to Webex Calling Sites?

A. Assign common area licenses to each site according to the end-user needs.
B. Assign the necessary licenses directly to the enterprise.
C. Assign common area licenses directly to the enterprise.
D. Assign the necessary licenses to each site according to the end-user needs.

Correct Answer: D
Section:
Explanation:
The strategy to assign licenses to Webex Calling sites involves assigning the necessary licenses to each site according to the end-user needs. This approach ensures that each location has the appropriate number and type of licenses, such as calling and common area licenses, to meet the specific requirements of the users at that site. It provides flexibility and optimization of resources, ensuring that licenses are effectively utilized.

QUESTION 35
How should an S1 TAC case be opened?

A. call Webex TAC
B. open an online case and assign an SI severity
C. call Cisco TAC
D. open an online case within the S1 portal

Correct Answer: C
Section:
Explanation:
To open an S1 TAC (Technical Assistance Center) case, the recommended method is to call Cisco TAC directly. An S1 case is a Severity 1 issue that typically represents a critical problem impacting business operations, requiring immediate attention. By calling Cisco TAC, customers can ensure prompt handling and direct engagement with a support engineer to resolve the issue as quickly as possible.

QUESTION 36
Where are Webex customer trials created and managed?

A. Cisco Commerce Workspace
B. Control Hub
C. third party SaaS programs
D. Webex Board

Correct Answer: A
Section:
Explanation:
Webex customer trials are created and managed through the Cisco Commerce Workspace (CCW). CCW allows partners and Cisco account managers to configure and provision trial services for customers, enabling them to test and evaluate Webex services before making a purchase decision.
Cisco Reference
For more details on creating and managing Webex trials, refer to the Cisco Commerce Workspace documentation.