

Cisco

Exam 700-104

Business Edition 6000 for Account Managers (BE6KAM)

Version: 9.0

[Total Questions: 33]

Question No : 1

Where in the value chain do collaboration architecture solutions bring the highest value to businesses?

- A. In human resources management processes
- B. Infrastructure
- C. In logistics processes
- D. Within core business processes

Answer: D

Explanation:

Business Edition 6000 for Account Managers (BE6KAM) PEC Training Relevance of Collaboration

Question No : 2

Which three of these are market trends that drive the need for an improved, more efficient collaboration experience? (Choose three.)

- A. automated order processing
- B. conducting business globally across several or all time zones
- C. effective HRM system
- D. work anywhere, anytime, any device
- E. inventory management
- F. cloud services and social media

Answer: B,D,F

Question No : 3

Management style is a key factor in effective collaboration. How does management style affect and help create a collaborative culture in an organization?

- A. It ensures higher quality and performance.
- B. It makes collaboration easy and natural.

- C. It stores information logically.
- D. It establishes collaboration as a corporate behavior.

Answer: D

Explanation:

Business Edition 6000 for Account Managers (BE6KAM) PEC Training.

Question No : 4

Which three collaboration mechanisms increase customer satisfaction? (Choose three.)

- A. attractive TV advertisements
- B. variety of customer communication channels
- C. flexible, enhanced customer service processes
- D. effective mail and email communication
- E. frequent phone communication
- F. ability to access customer data from any device, anywhere

Answer: B,C,D

Explanation:

Business Edition 6000 for Account Managers (BE6KAM) PEC Training Customer Success and Stickiness

Question No : 5

Which statement best describes the Cisco collaboration architecture?

- A. It is a collaboration framework designed to integrate the existing collaboration functionalities of a customer with Cisco network infrastructure.
- B. It is a collaboration framework designed to support the collaboration needs of a typical large enterprise.
- C. It is a flexible collaboration framework designed to support any customer and any user collaboration needs.
- D. It is a flexible network framework designed to enable integration with the collaboration requirements of a customer.