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Exam : 646-202

Title : Sales Expert Cisco Sales Expert Exam (CSE)

Vendors : Cisco

Version : DEMO

NO.1 Internet Protocol TV broadcasting (IP/TV) is appropriate for which two business scenarios? (Choose two.)

- A. a manufacturing facility that needs to provide updated training on proper equipment usage and to allow operators to hear and see peers at all participating sites
- B. a global fast-food franchise that needs to coach new managers on best practices in customer service and leadership behaviors and answer questions from the audience
- C. an accounting firm that wants to deliver monthly training sessions to global finance personnel who need to access sessions at different times, depending on branch locations
- D. a pharmaceutical organization that wants to provide daily updates on competitor products and any external awards or news coverage the company receives

Answer: CD

NO.2 Approximately 75% of all Cisco customers regularly update their Cisco IOS software.

What is a

potential consequence of not regularly updating Cisco IOS software?

- A. Employee dissatisfaction could increase.
- B. A customer could fall behind competitors in the market.
- C. A customer may not be able to use all their software on their company network.
- D. It could take longer to escalate calls within the Cisco Technical Assistance Center (TAC).

Answer: B

NO.3 What are two benefits of an optical networking solution? (Choose two.)

- A. supports bandwidth on demand
- B. provides support for mobile workers
- C. increases network transmission speeds
- D. offers simple installation and configuration

Answer: AC

NO.4 Which Cisco Technical Service and Support program offers service providers with the support they

need to keep their networks running?

- A. SASU
- B. SPBase

- C. SMARTnet
- D. Shared Support

Answer: B

NO.5 Which three are benefits of advance replacement? (Choose three.)

- A. It saves customers time.
- B. Customers receive the latest software releases.
- C. Customers do not incur costs associated with warehousing and inventory management.
- D. It gives immediate access to a technical expert who can quickly diagnose and resolve hardware issues.

Answer: ACD

NO.6 Which is an opportunity indicator for a CiscoWorks QoS Policy Manager (QPM) solution?

- A. a midsize insurance company hoping to cut toll-call costs to foreign branch offices
- B. an Internet service provider (ISP) needing to provide better quality of service (QoS) to its customers
- C. a growing enterprise wanting to automate and simplify diagnosing network problems at branch offices
- D. a global enterprise needing end-to-end quality of service (QoS) for a converged voice, video, and data network

Answer: D

NO.7 Cisco.com is a portal that provides customers access to _____.

- A. spare parts
- B. unlimited software downloads
- C. major upgrades for their CiscoWorks 2000 software
- D. online product and technology information, interactive network management and diagnostic tools, and empowering knowledge transfer resources

Answer: D

NO.8 Which CiscoWorks network management solution provides end-to-end quality of service (QoS) for enterprise networks with converged voice, video, and data?

- A. VMS
- B. LMS

- C. QPM
- D. RWAN

Answer: C

NO.9 What are two business benefits of storage networking solutions? (Choose two.)

- A. Cash flows from online business transactions will improve.
- B. Network availability will be improved through load balancing.
- C. IT staffs will be able to centralize network management functions.
- D. Business will be able to recover from "man-made" or natural disasters.

Answer: CD

NO.10 In addition to telephone assistance, where can customers receive assistance from the Cisco

Technical Assistance Center (TAC)?

- A. the Cisco TAC website
- B. their Service Account Manager (SAM)
- C. industry-leading Cisco technical journals
- D. the Help feature within the Cisco Bug Toolkit

Answer: A

NO.11 Which Cisco product provides network services that include management of virtual storage-area

networks (VSANs), advanced traffic management, and sophisticated diagnostics?

- A. ICS 7750
- B. MDS 9000 Family
- C. ONS 15000 Series
- D. 5400 Storage Router Series

Answer: B

NO.12 What are RJ-45 and RJ-11?

- A. topologies
- B. cable specifications
- C. twisted-pair connectors
- D. coaxial cable connectors

Answer: C

NO.13 Limited TAC support is available under which warranty option?

- A. 90-day limited hardware warranty

- B. 1 year limited hardware warranty
- C. 5 year limited hardware and 1 year limited software warranties
- D. limited lifetime hardware warranty

Answer: C

NO.14 SMARTnet and SMARTnet Onsite provide which two services? (Choose two.)

- A. updates to all Cisco software
- B. support for Cisco IOS software
- C. registered access to Cisco.com
- D. support for application software such as Cisco CallManager

Answer: BC

NO.15 Which three are standard Cisco warranties? (Choose three.)

- A. full lifetime hardware warranty
- B. standard 90-day hardware and software warranty
- C. end-user software license agreement and software warranty
- D. five-year limited hardware and one-year limited software warranty

Answer: BCD

NO.16 What two features does the Internet Protocol TV broadcasting (IP/TV) viewer offer to a user? (Choose two.)

- A. helps locate program listings
- B. determines a schedule of broadcast programs
- C. provides a separate viewing window with TV-like controls
- D. broadcasts a real-time video data stream to a desktop personal computer (PC)

Answer: AC

NO.17 What is storage networking?

- A. optical storage networks based on the Fibre Channel protocol
- B. hardware and software that deliver rich media to the network edge
- C. hardware and software that unite multiple server-based storage areas
- D. a storage array attached to a server using a Small Computer Systems Interface (SCSI)

Answer: C

NO.18 What are two tasks the network gatekeeper performs in an Internet Protocol videoconferencing (IP/VC) system? (Choose two.)

- A. controls network traffic
- B. registers participant requests
- C. delivers requests for video on demand (VoD)
- D. enables communication between IP and legacy video terminals

Answer: AB

NO.19 Which network technology allows for the monitoring of active communication networks to diagnose problems and gather statistics for network administration?

- A. network security
- B. content networking
- C. network management
- D. campus local-area networking

Answer: C

NO.20 Which two characteristics of optical networks allow data to be transmitted over extremely long distances? (Choose two.)

- A. no encryption
- B. minimal signal loss
- C. no bandwidth limits
- D. no electromagnetic interference (EMI)

Answer: BD