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Exam : **700-695**

Title : Cisco Collaboration SaaS
Authorization for PreSales
Engineer

Vendor : Cisco

Version : DEMO

NO.1 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

Answer: B

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.

NO.2 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

Answer: B

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.

NO.3 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

Answer: C

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.

NO.4 What are the primary types of Smart Accounts?

- A. Licenses, Resale
- B. Try and Buy, Licenses
- C. Holding. Try and Buy
- D. Holding. Customer

Answer: D

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.

NO.5 Which Webex Calling feature enables an automatic answering machine with menus?

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

Answer: D

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.

NO.6 How long can a Team Space persist?

- A. 60 days
- B. 190 days
- C. one year
- D. until closed by the administrator

Answer: D

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.