



Exam : 646-171

**Title : Small Medium Business Account
Manager (SMBAM)**

Ver : 11.21.07

QUESTION 1:

What is a consequence of installing a Cisco End-to-End Solution?

- A. Different Support Contracts with multiple vendors
- B. Difficulty implementing network services
- C. Solid investment protection
- D. Poor Investment Protection

Answer: C

QUESTION 2:

Which two features are included under the Cisco SMB Support Assistant? (Choose two.)

- A. Next Business day hardware replacement
- B. Application Software Upgrades
- C. Automatic priority 1 TAC cases
- D. Open a service request with the SMB TAC 24 Hours a day, 7 days a week

Answer: A,D

QUESTION 3:

Certkiller .com is concerned about the security in the perimeter of the network. Which three Cisco products can you offer to Certkiller .com? (Choose three.)

- A. Integrated Services Routers
- B. Firewall Appliances
- C. Cisco Unified CallManager
- D. Multilayer switch with enhanced image
- E. Cisco Unity
- F. VPN Concentrators

Answer: A,B,F

QUESTION 4:

What are two benefits for the Cisco Partner, derived from the Cisco SBR Methodology? (Choose two.)

- A. There is less risk through the implementation of proven solutions
- B. Proactive planning enhances customer satisfaction
- C. There are faster implementation of new business applications
- D. Solution differentiation from the competition allows for premium margins

Answer: B,D

QUESTION 5:

Which three critical elements does the Cisco Integrated Security Solution incorporate?
(Choose three.)

- A. Cisco Storage Solution
- B. Cisco Threat Defense Solution
- C. Cisco Trust and Identity Management Solution
- D. Cisco Switching Solution
- E. Cisco Content Networking Solution
- F. Cisco Secure Connectivity

Answer: B,C,D

QUESTION 6:

Which three components of the Cisco SMB Assistant Service? (Choose three.)

- A. Advanced replacement on the next business day
- B. Support for every Cisco Product
- C. Cases Opened Via E-mail or Telephone at any time
- D. Immediate Support from the Cisco TAC Engineers
- E. NBD callback from a Specialized Engineer During Regular Business Hours
- F. Support for low-end products only

Answer: A,E,F

QUESTION 7:

For which of the following campus LAN Areas is the Cisco Catalyst 500 Series switch most suitable?

- A. Access Area
- B. Backbone Area
- C. Core Area
- D. Distribution Area

Answer: A

QUESTION 8:

Which two options are benefits of the Cisco Technical Assistance Center? (Choose two.)

- A. Increase the Performance of current Features
- B. Enhances network and/or application availability, reliability and stability
- C. Processes broad Expertise in Cisco technologies
- D. Provides rapid fault isolation in a complex environment, leading to quick resolution

Answer: C,D

QUESTION 9:

Which three can be symptoms of the growth phase in the Cisco SBR methodology?
(Choose three.)

- A. Facilitate Employee Reachability
- B. Unable to provide rapid secure access to customer history, data or buying behavior
- C. Need to provide Certkiller .com with a basic up-to-date website
- D. Provide rapid access for geographically dispersed employees
- E. Need to facilitate customer reachability
- F. Provide a Website on par with competitors

Answer: A,D,F

QUESTION 10:

What is the benefit of implementing a Cisco end-to-end solution?

- A. It enables the network to work as a unified whole
- B. It maximizes the network security
- C. It increases the cost of the equipment
- D. It reduces the cost of the equipment

Answer: A

QUESTION 11:

Which three beneficial features are found on the cisco.com website? (Choose three.)

- A. Online solution troubleshooting
- B. Knowledge transfer resources
- C. Network Management and Diagnostic tools
- D. Tools to Minimize the risk of network downtime
- E. Online hardware replacement
- F. Online product and technology information

Answer: B,C,F

QUESTION 12:

Which three can be symptoms of the growth phase in the Cisco SBR methodology?
(Choose three.)

- A. Facilitate Employee Reachability
- B. Need to provide Certkiller .com with a basic up-to-date website
- C. Provide a Website on par with competitors
- D. Provide rapid access for geographically dispersed employees
- E. Unable to provide rapid secure access to customer history, data or buying behavior
- F. Need to facilitate customer reachability

Answer: A,C,D

QUESTION 13:

If Certkiller .com needs to upgrade the Cisco IOS Software of a Cisco Router, Where is the best place to download the upgrade image file from?

- A. The best option is to download it from the Cisco TAC website
- B. The best option is to download it from the Cisco.Com Software support site
- C. The best option is to download it from the Cisco Advanced Services website
- D. The best option is to download it from the TFTP site on Cisco.com

Answer: B

QUESTION 14:

What are two benefits for the Cisco Partner, derived from the Cisco SBR Methodology?
(Choose two.)

- A. Proactive planning enhances customer satisfaction
- B. Solution differentiation from the competition allows for premium margins
- C. There are faster implementation of new business applications
- D. There is less risk through the implementation of proven solutions

Answer: A,B

QUESTION 15:

Which three are the phases of the Cisco Smart Business Roadmap? (Choose three.)

- A. Finished
- B. Implemented
- C. Foundation
- D. Beginning

- E. Optimized
- F. Growth

Answer: C,E,F

QUESTION 16:

What are two benefits of the Cisco TAC? (Choose two.)

- A. Having improved network availability and performance
- B. Having Access to the current software releases and support for software packages
- C. Having The ability to access a group of experts
- D. Having direct or indirect access to the Cisco TAC global organization

Answer: C,D

QUESTION 17:

Which two options are benefits of the Cisco Technical Assistance Center? (Choose two.)

- A. Enhances network and/or application availability, reliability and stability
- B. Provides rapid fault isolation in a complex environment, leading to quick resolution
- C. Increase the Performance of current Features
- D. Processes broad Expertise in Cisco technologies

Answer: B,D

QUESTION 18:

Which three options are features of the Cisco 3800 Series Integrated Services Routers? (Choose three.)

- A. Integrated Hardware for offload of encryption services
- B. Wireless LAN
- C. SRST with centralized Cisco CallManager fro up to 120 IP Phones
- D. Support For up to Eight NMEs
- E. Cisco CallManager Express for up to 36 IP Phones support
- F. High Performance Architecture optimized for concurrent service deployment

Answer: A,B,F

QUESTION 19:

If Certkiller .com has a problem with the hardware, which two options does the Cisco SMRTnet Contract Offer?(Choose two.)

- A. Cisco IOS upgrade, including the most recent patches and bug fixes
- B. OnSite Support
- C. Advanced Hardware Replacement
- D. No Hardware Replacement

Answer: B,C

QUESTION 20:

Which of the following is a new product that is included in the Cisco SMB Support Assistant?

- A. Cisco Unified CallManager
- B. Cisco Unity Express
- C. Cisco Unified CallManager Express
- D. Cisco Unity

Answer: C

QUESTION 21:

Certkiller .com wants to connect Cisco IP Phones and Cisco Aironet Access Points to the network. The customer also wants to use the PoE features included in the Cisco Catalyst Express 500 Series Switches. Which two models can provide this features? (Choose two.)

- A. WS-CE500G-12TC
- B. WS-CE500-24PC
- C. WS-CE500-24TT
- D. WS-CE500-24LC

Answer: B,D

QUESTION 22:

The Cisco Catalyst Express 500 Series Switch is targeted for businesses with how many users?

- A. 501 to 1000 Users
- B. 20 to 250 Users
- C. More than 1000 Users
- D. 251 to 300 Users

Answer: B

QUESTION 23:

What are two benefits of the Cisco TAC? (Choose two.)

- A. Having Access to the current software releases and support for software packages
- B. Having direct or indirect access to the Cisco TAC global organization
- C. Having improved network availability and performance
- D. Having The ability to access a group of experts

Answer: B,D

QUESTION 24:

For which of the following campus LAN area is the Cisco Catalyst Express 500 Series Switch most suitable?

- A. Backbone Area
- B. Access Area
- C. Core Area
- D. Distribution Area

Answer: B

QUESTION 25:

Which Cisco Products are covered under the Cisco SMB Support Assistant?

- A. Cisco Switches only
- B. All Cisco Products
- C. Cisco Integrated Services Routers Only
- D. Low-End Products only

Answer: D

QUESTION 26:

What are two components of the discovery guide in the Cisco SBR sales approach? (Choose two.)

- A. Calculate Business Need Priority And Evolution Phase
- B. Prioritize and Prepare Solutions Recommendations
- C. Pain Point and Implementation Assessment
- D. Business Needs-based Solution Recommended

Answer: A,C

QUESTION 27:

What are three components of Cisco Technical Support Services? (Choose three.)

- A. Application Software Updates
- B. Cisco Advisory Services
- C. Advanced Hardware Replacement
- D. Software Support
- E. Cisco.com
- F. Warranty for hardware

Answer: C,D,E

QUESTION 28:

Which two management-software applications can you use to manage the Cisco Catalyst Express 500 Series Switches? (Choose two.)

- A. Cisco Network Assistant
- B. Cisco Security Device Manager
- C. Cisco Device Manager
- D. Cisco Adaptive Security Device Manager

Answer: A,C

QUESTION 29:

Which statement is true about the Cisco Self-Defending Network?

- A. The Cisco Self-Defending Network defines the physical position of the firewall to protect against internal and external attacks
- B. The Cisco Self-Defending Network Provides static filtering against known and unknown internal and external attacks
- C. The Cisco Self-defending Network Provides dynamic protection against known and unknown internal and external attacks
- D. The Cisco Self-defending Network Provides the Elements to install the antivirus software on the End-User Workstation

Answer: C

QUESTION 30:

How many users does the Cisco Unity Express Solution Support When installed in the Cisco 2800 Family?

- A. 240
- B. 96
- C. 120

D. 48

Answer: B

QUESTION 31:

What are four uses of the USB ports in the Cisco integrated services routers? (Choose four.)

- A. Increase RAM Memory for the Router
- B. Secure Configuration Files Distribution
- C. Storage of Removable Credentials
- D. Remote Administration
- E. Secure Device Authentication
- F. Bulk Flash storage

Answer: B,C,E,F

QUESTION 32:

If you have Cisco integrated services router and need to upgrade the Cisco IOS image, which kind of Cisco Support services do you need?

- A. Cisco SMARTNet onsite
- B. Cisco TAC
- C. Advanced Hardware Replacement
- D. Software Support

Answer: D

QUESTION 33:

Which model of the Cisco 1800 Series Integrated Services Router is Modular?

- A. 1812
- B. 1814
- C. 1802
- D. 1811
- E. 1841

Answer: E

QUESTION 34:

What makes the Cisco End-to-End solution superior to competitor offerings?

- A. The Cisco Full-Service network foundation delivers a layered security approach that introduces interoperability issues
- B. The Cisco Full-service Network Foundation Increases the support Cost
- C. The Cisco Full-Service Network Foundation delivers a static single layer security approach that eliminates the interoperability issues
- D. The Cisco Full-Service Network Foundation Delivers a layered security Approach that eliminates the interoperability issues

Answer: D

QUESTION 35:

Which three of the options are part of the technology solutions that Cisco Offers for the SMB markets? (Choose three.)

- A. Cisco Secure Network Foundation
- B. Cisco Antivirus and Antispam Solutions
- C. Cisco Self-Defending Network
- D. Highly Scalable Switching Solutions that support hundreds of users
- E. Cisco Software Update Services
- F. Cisco Business Communications Solutions

Answer: A,C,F

QUESTION 36:

Which two options are benefits of the Cisco Software Support? (Choose two.)

- A. Supports your risk mitigation plan
- B. Increase the performance of the current features
- C. Expedites the delivery of replacement hardware
- D. Extends the life of Cisco Devices with Software Updates

Answer: B,D

QUESTION 37:

Which tow options are benefits of the Cisco Technical Assistance Center? (Choose two.)

- A. Increase the performance of the current features
- B. Possesses broad expertise in Cisco technologies
- C. Enhances network and/or application availability, reliability and stability
- D. Provides rapid fault isolation in a complex environment, leading to quick resolution

Answer: B,D

QUESTION 38:

What are four uses of the USB ports in the Cisco integrated services routers? (Choose four.)

- A. Secure Device Authentication
- B. Remote Administration
- C. Bulk Flash storage
- D. Secure Configuration Files Distribution
- E. Storage of Removable Credentials
- F. Increase RAM Memory for the Router

Answer: A,C,D,E

QUESTION 39:

If Certkiller .com needs to sign a contract that includes infrastructure design, deployment, support services and applications, what would be the best option?

- A. Cisco SMB Support Assistant
- B. Cisco Advanced Services
- C. Cisco Technical Support Services
- D. Cisco SMARTnet

Answer: B

QUESTION 40:

If Certkiller .com needs to sign a contract that includes infrastructure design, deployment, support services and applications, what would be the best option?

- A. Cisco SMB Support Assistant
- B. Cisco Technical Support Services
- C. Cisco Advanced Services
- D. Cisco SMARTnet

Answer: C

QUESTION 41:

How many users does the Cisco Unity Express Solution Support When installed in the Cisco 2800 Family?

- A. 120
- B. 240
- C. 48

D. 96

Answer: D

QUESTION 42:

Which three are the components of the Cisco Services portfolio? (Choose three.)

- A. Cisco Remote Management Services
- B. Cisco Special Services
- C. Cisco Advisory Services
- D. Cisco Outsourcing Program
- E. Cisco Advanced Services
- F. Cisco Technical Support Services

Answer: C,E,F

QUESTION 43:

What are two benefits for prospects, derived from the Cisco SBR Methodology? (Choose two.)

- A. Creates a Link between Business and IT Planning
- B. Increase Customer Royalty
- C. Lowers TCO
- D. Increase Profitability

Answer: A,C

QUESTION 44:

Which of the following is a component of the Cisco SMB Support Assistant?

- A. Support For Every Technology
- B. Cisco IOS Bug Fixes
- C. Access to the Software Center
- D. Full Access to the Cisco.com website

Answer: B

QUESTION 45:

What two are elements of the operational-efficiency Business Challenge? (Choose two.)

- A. Do More with less
- B. Improve Business Processes

- C. Provide Flexible Channel and Delivery Options
- D. Offer Enhanced Customer Service

Answer: A,B

QUESTION 46:

Which three critical elements does the Cisco Integrated Security Incorporate? (Choose three.)

- A. Cisco Trust and Identity Management Solution
- B. Cisco Secure Connectivity Solution
- C. Cisco Threat Defense Solution
- D. Cisco Switching Solution
- E. Cisco Storage Solution
- F. Cisco Content Networking Solution

Answer: A,B,C

QUESTION 47:

What is a benefit of implementing a Cisco End-to-End Solution?

- A. It maximizes the network security
- B. It increase the cost of the equipment
- C. It enables the network to work as a unified whole
- D. It reduces the Cost of equipment

Answer: C

QUESTION 48:

Which three are features of the integrated services routers? (Choose three.)

- A. Fixed Configuration
- B. Voice Mail
- C. Anti-X
- D. IPS
- E. Wireless LAN
- F. VPN Acceleration

Answer: D,E,F

QUESTION 49:

Which of the following is a new product that is included in the Cisco SMB Support

Assistant?

- A. Cisco Unity Express
- B. Cisco Unified CallManager
- C. Cisco Unity
- D. Cisco Unified CallManager Express

Answer: D

QUESTION 50:

Network Security is a continuous process. Which three phases apply to this process?
(Choose three.)

- A. Configure
- B. Improve
- C. Operate
- D. Monitor
- E. Secure
- F. Troubleshooting

Answer: B,D,E