



**Exam : 646-222**

**Title : IP Communications Express Account Manager**

**Ver : 10.25.07**

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**QUESTION 1:**

An account manager is meeting with a customer who is interested in a Cisco IP Communications solution. This customer manages a large enterprise campus and three small branch offices. Which Cisco CallManager Express feature should the account manager discuss with this customer?

- A. integrated IP telephony services
- B. robust PSTN interfaces
- C. interoperability between Cisco CallManager and Cisco CallManager Express
- D. remote maintenance

Answer: C

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**QUESTION 2:**

Cisco Unity Express adds which three features to the Cisco IP Communications Express solution? (Choose three.)

- A. data encryption
- B. auto attendant
- C. voice mail
- D. call processing
- E. group messaging
- F. call routing

Answer: B,C,F

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**QUESTION 3:**

A potential customer has several global offices, including one in North America, two in France, and one in Germany. This prospect is investigating cost-effective voice mail and auto attendant, and has asked for your recommendation. What application would best meet the needs of the customer?

- A. Cisco Unity Express
- B. Cisco Unity
- C. customized XML applications
- D. Cisco CallManager

Answer: A

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**QUESTION 4:**

You require an easy-to-use, web-enabled tool to demonstrate to a prospective

customer the benefits of a converged network in terms of productivity enhancements and real estate savings. Which tool should you use?

- A. Cisco ROI analysis
- B. Cisco CNIC
- C. business case from the industry of the prospect
- D. customized hurdle rate analysis

Answer: B

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**QUESTION 5:**

The operations manager of a potential customer is concerned about implementing a VoIP solution because of the possibility of interoperability issues with existing equipment. Which differentiator would be most appropriate to position a Cisco IP Communications solution against competitors?

- A. An IP-enabled PBX does not offer "five nines" availability. A Cisco IP Communications solution must integrate with existing legacy equipment that has 99.999 percent availability.
- B. A Cisco IP Communications solution offers investment protection for a large installed base, as well as retention of legacy equipment.
- C. Proprietary software and IP phones are often used to enable an existing PBX system for IP-based communications, locking the customer into using specific products indefinitely. With a Cisco solution, PBX-enabled devices can be used on the network.
- D. Cisco IP Communications solutions are based on tested and verified designs that ensure the tight integration of all equipment and applications, enabling customers to migrate slowly to complete convergence and retain legacy equipment and existing applications.

Answer: D

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**QUESTION 6:**

Together, which two products provide a complete solution for the SMB or enterprise branch and is ideal for extending a decentralized Cisco IP Communications solution to individual sites. (Choose two.)

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

Answer: B,D

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**QUESTION 7:**

One of your potential customers has concerns about choosing a Cisco IP Communications solution because, according to the competition, IP telephony solutions cost more than they are worth. Which strategy would be most appropriate to defuse this concern?

- A. Unlike traditional office environments where voice and data are separate, Cisco IP Communications supports the idea of a converged network where the telephony and IP components are integrated.
- B. An IP-enabled PBX inevitably reaches a point called the golden phone, at which an addition requires more than just a phone. In fact, it requires a card to support the phone, and possibly a new shelf of a cabinet to house the card. These upgrades end up being very costly and offer the customer no flexibility to implement nonproprietary solutions in the future.
- C. With low operating and capital costs, a Cisco IP Communications deployment will pay for itself in 18 months on average and will provide an average annual savings per user of US\$334. The drivers of the ROI are determined by the unique network circumstances of the customer, such as the speed of migration, the remaining life on the PBX, and the extent of the data upgrade.
- D. Cisco IP Communications solutions are based on tested and verified designs that ensure rapid ROI. Cisco or its IP telephony specialized channel partners can also customize these solutions to meet business demands and realize cost savings resulting from existing equipment or applications.

Answer: C

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**QUESTION 8:**

When used together with Cisco CallManager Express, Cisco Unity Express provides a voice-mail solution for a small office that is effective for up to how many users?

- A. 50
- B. 100
- C. 200
- D. 400

Answer: B

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**QUESTION 9:**

Cisco CallManager Express supports FXO trunks, analog DID, T1/E1, BRI, PRI, and E1 R2 signaling. Which benefit of Cisco CallManager Express does this represent?

- A. cost-effectiveness

- B. robust PBX functionality
- C. remote maintenance
- D. robust PSTN interfaces

Answer: D

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**QUESTION 10:**

The finance manager from a prospective client organization has expressed an interest in improving business processes and making intelligent business investments in technology. The marketing manager is eager to improve lead generation and distribution, and the IT manager would like to simplify network management and streamline the delivery of end-user support. Given this scenario, which business driver is most appropriate to sell a Cisco IP Communications solution?

- A. reduce operating costs
- B. improve business development
- C. improve asset utilization
- D. improve business processes

Answer: D

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**QUESTION 11:**

If a customer is specifically interested in reducing the cost of IT overhead, which benefit is most applicable?

- A. improved employee processes
- B. reduced network administration
- C. reduced long-distance charges
- D. increased productivity of sales representatives

Answer: B

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**QUESTION 12:**

Which tool provides a completely transparent, Microsoft Excel-based spreadsheet that focuses on areas of IP telephony savings for Cisco IP Communications Express solutions?

- A. Cisco CNIC
- B. computer telephony integration analyzer
- C. Cisco ROI methodology
- D. needs-based competitive differentiator

Answer: C

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**QUESTION 13:**

What are two areas of savings often associated with convergence in terms of lowered costs over traditional voice communication? (Choose two.)

- A. toll bypass
- B. data storage
- C. XML applications
- D. moves, adds, and changes
- E. CTI

Answer: A,D

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**QUESTION 14:**

A potential customer has just described its system, which includes equipment that connects its users, provides many advanced services, connects to the PSTN, and is owned by the phone company. Which of the following systems does the customer most likely use?

- A. PBX
- B. Centrex
- C. key system
- D. packet-switched network

Answer: B

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**QUESTION 15:**

Which answer would be most appropriate if a potential customer asked how to protect against viruses and attacks if Cisco IP Communications shared its data network?

- A. Cisco recommends purchasing CSA for all of your Cisco CallManager servers. This proactive software uses leading-edge behavioral technology to detect and prevent attacks before they cause damage.
- B. Cisco network security policies are an integrated part of Cisco IP Communications. A set of guidelines and software services can be implemented to secure against virus attacks, services attacks, hackers, and IP phone attacks.
- C. Security is not a concern with Cisco IP Communications. Most viruses and attacks only affect the data network
- D. Because security is only a concern if you do not purchase the Cisco Self-Defending Network, Cisco recommends adding the Cisco Self-Defending

Network to your integrated solution.

Answer: B

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**QUESTION 16:**

An account manager is meeting with a customer who is interested in a Cisco IP Communications solution. The customer needs to support a variety of analog devices, voice mail, auto attendant, and 200 users. Which solution should the account manager discuss with this customer?

- A. a full Cisco CallManager solution
- B. a full Cisco CallManager solution with Cisco Unity
- C. Cisco CallManager Express
- D. Cisco CallManager Express with Cisco Unity Express

Answer: D

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**QUESTION 17:**

You are meeting with the IT manager of a firm that is planning to use a Cisco 3845 Integrated Services Router with Cisco CallManager Express. The customer plans on deploying 100 Cisco IP phones to start. How many additional Cisco IP phones will be supported by this solution?

- A. 20
- B. 44
- C. 100
- D. 140

Answer: D

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**QUESTION 18:**

The IT manager of an enterprise firm is deciding whether to purchase licenses for Cisco CallManager Express. The typical branch site in question has 50 analog phones and keeps 10 IP phones for the dynamic needs of salespeople who might come in as needed. Will Cisco CallManager Express support the number of analog phones and IP phones described, and what are the maximum analog phones and IP phones possible?

- A. Yes. Cisco CallManager Express supports up to 100 analog phones and 24 IP phones.
- B. Yes. Cisco CallManager Express supports up to 88 analog phones and 24 IP phones
- C. No. Cisco CallManager Express only supports up to 50 analog phones and 24 IP

phones.

D. No. Cisco CallManager Express does not support analog phones, but does support 24 IP phones.

Answer: B

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**QUESTION 19:**

With Cisco CallManager Express, which router supports up to 240 IP phones?

- A. Cisco 3725 Multiservice Access Router
- B. Cisco 3745 Multiservice Access Router
- C. Cisco 3825 Integrated Services Router
- D. Cisco 3845 Integrated Services Router

Answer: D

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**QUESTION 20:**

Which two concerns best describe the typical priorities of an operations manager? (Choose two.)

- A. improving end-user support
- B. forecasting accurately
- C. impacting corporate brand image
- D. improving order processes

Answer: B,D

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**QUESTION 21:**

What best describes the benefit of convergence?

- A. reduced total cost of ownership
- B. investment protection
- C. retention of existing hardware
- D. safe-guarded functionality of a single-vendor network

Answer: A

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**QUESTION 22:**

Organizations that embrace Cisco IP Communications solutions are able to interoperate with existing TDM systems and applications, as well as support which two traditional telephony networking standards? (Choose two.)



- A. QSIG
- B. BGP
- C. SIP
- D. TDM
- E. DPNSS

Answer: A,E

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**QUESTION 23:**

Cisco CallManager Express coupled with what other Cisco technology acts as a call-processing solution for small and medium-sized businesses?

- A. Cisco Media Convergence Server
- B. Catalyst switch
- C. integrated services router
- D. analog phone gateway

Answer: C

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**QUESTION 24:**

An account manager is meeting with a customer who is running Cisco 2821 Integrated Services Routers at various branches with Cisco Unity Express Network Module cards in each router. The customer has decided to upgrade to Cisco 2851 Integrated Services Routers for various reasons. The customer wants to maintain the same level of voice mail and auto attendant as before and is concerned whether new equipment will need to be purchased. What should be your response to the customer?

- A. Upgrade to the new routers and purchase a Cisco Unity Express Network Module Enhanced Capacity.
- B. Keep the same routers and purchase a Cisco Unity Express Network Module Enhanced Capacity.
- C. Upgrade to the new routers and keep the same Cisco Unity Express Network Module.
- D. Upgrade to Cisco 3800 Series Integrated Services Routers and keep the same Cisco Unity Express Network Module.

Answer: C

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**QUESTION 25:**

An account manager is meeting with a customer who oversees six branch offices. The customer is concerned about managing all the devices required by a Cisco IP Communications solution. Which two features of Cisco Unity Express should the

account manager discuss with this customer? (Choose two.)

- A. built-in auto attendant
- B. ease of operation
- C. GDMs
- D. leveraged infrastructure

Answer: B,D

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**QUESTION 26:**

Which two baseline discovery questions would be most appropriate to ask a telecommunications manager? (Choose two.)

- A. How adaptable is your organization in tracking sales lead generation?
- B. Would simplifying the combination of voice applications with other business systems reduce the complexity of your IP infrastructure?
- C. How many employees currently require training on your existing telecommunications infrastructure?
- D. Do you anticipate a need to integrate distributed business entities in the next two to three years?
- E. Is it important for you to generate new revenue streams?

Answer: B,D

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**QUESTION 27:**

What is the best description of a converged solution?

- A. circuit-switched network that maintains a dedicated connection with continuous bandwidth
- B. hybrid circuit and packet network that increases bandwidth requirements but leads to reduced overhead
- C. proprietary system that integrates voice and video on a single network
- D. packet-switched network that does not require a dedicated connection

Answer: D

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**QUESTION 28:**

The IT manager from a prospective client organization explains that their network is overloaded. The network has been in use since 2002 with minimal upgrades, and is composed of several different devices from different vendors. E-mail is slow, the voice-mail system is outdated, and employee productivity and responsiveness are suffering.

Given this scenario, which business driver is most appropriate to sell a Cisco IP

Communications solution?

- A. reduce operating costs
- B. increase revenue generation
- C. facilitate future expansion
- D. reduce the number of employees

Answer: A

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**QUESTION 29:**

In a meeting with the IT manager at a customer site, the IT manager asks you whether Cisco CallManager Express and Cisco Unity Express would be ideal to maintain a single, centralized call-processing and voice-mail system for multiple sites. What should be your response to the customer?

- A. Yes, having Cisco CallManager Express and Cisco Unity Express at the central site is a preferred solution.
- B. No, having Cisco CallManager at the central site and Cisco Unity Express at the branch site is a preferred solution.
- C. No, having Cisco CallManager Express and Cisco Unity Express at the branch office is a preferred solution.
- D. No, having Cisco CallManager and Cisco Unity at the central site is a preferred solution.

Answer: D

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**QUESTION 30:**

An account manager is meeting with a customer running Cisco 2800 Series Integrated Services Routers with a Cisco Unity Express Advanced Integration Module at various branch offices. Currently, there are enough mailboxes, and the limit of allowed mailboxes has not been reached. However, the customer is concerned about running out of voice mailboxes because of an expected 25 percent growth across branches. What should you recommend to the customer?

- A. Upgrade the Cisco IOS software.
- B. Upgrade to Cisco 3800 Series Integrated Services Routers.
- C. Swap Cisco Unity Express Advanced Integration Module with a Cisco Unity Express Network Module.
- D. Migrate to Cisco Unity.

Answer: C

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**QUESTION 31:**

Improving employee processes and efficiency are two of the main benefits of convergence. Which two Cisco IP Communications solution features contribute to these goals? (Choose two.)

- A. XML applications
- B. improved move, add, and change orders
- C. unified messaging
- D. reduced cabling
- E. increased opportunity for outsourcing

Answer: A,C

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**QUESTION 32:**

Consider this probing question: How could IP telephony applications improve your business processes?

Which rationale is most applicable to this type of questioning strategy?

- A. If the customer has a clear strategy for a voice network, including executive sponsorship, it is easier to gain approval for new technologies and applications.
- B. Look for opportunities to sell IP telephony at the business ROI level by examining the way that the customer does business. A business ROI case has a better chance of success than a technology-focused ROI.
- C. Leasing improves the ROI analysis by reducing initial costs and improving cash flows. If a customer will not consider leasing, a positive ROI may be more difficult to prove.
- D. Recognizing areas where customers incur high costs with their current phone system can present opportunities for IP telephony

Answer: B

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**QUESTION 33:**

Based on the scenario, what is the primary concern of the finance manager?

Account manager: Have you considered the potential savings in TCO that you will experience with an IP-based communications upgrade?

Finance manager: To some degree, yes, but from my perspective, this is quite expensive in terms of a financial investment and in terms of staffing and maintenance costs.

- A. reduced operating costs
- B. return on investment
- C. business justification
- D. IP-based communications compared with IP-enabled PBX

Answer: A

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**QUESTION 34:**

An account manager is meeting with a service provider that has installed Cisco CallManager Express at a large number of its subscriber sites. The customer wants to maintain and troubleshoot Cisco CallManager Express remotely. Which Cisco CallManager Express feature makes this possible?

- A. CiscoWorks VPN/Security Management Solution
- B. Cisco Network Analysis Module
- C. command-line interface
- D. CiscoWorks IP Telephony Environment Monitor

Answer: C

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**QUESTION 35:**

Which key employee within a prospective customer would be most interested in reducing total cost of ownership?

- A. telecommunications manager
- B. finance manager
- C. operations manager
- D. IT manager

Answer: B

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**QUESTION 36:**

You have the opportunity to meet with a prospect that owns a chain of hotels with a global presence. Which potential custom XML applications would you recommend to differentiate Cisco from the competitor?

- A. e-mail and VPN access
- B. secure bank account access
- C. on-screen security viewing and control
- D. wake-up calls and room service

Answer: D

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**QUESTION 37:**

What are two good indicators that a business may benefit from a Cisco IP telephony solution? (Choose two.)

- A. The business wants to maintain interoperability with a single-vendor network
- B. The business wants to protect its investment in existing PBX hardware.
- C. The business wants to extend the capabilities of its network to branch offices and remote employees.
- D. The business wants to limit the number of separate networks by having both data and voice on a single network.

Answer: C,D

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**QUESTION 38:**

Which Cisco IP Communications solution would allow a prospective IP telephony customer to access its operational budget for new technology investments and, in addition, possibly speed approval by bypassing executive funding committees?

- A. purchase a full converged network solution
- B. conduct a thorough ROI analysis
- C. utilize a Cisco leasing program such as Easy Lease
- D. ramp up to an IP-enabled PBX solution

Answer: C

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**QUESTION 39:**

Which two baseline discovery questions would be most appropriate to ask an IT manager? (Choose two.)

- A. In how many locations do you have Cisco routers deployed?
- B. Would installing Cisco IP Communications Express with other business systems reduce the complexity of your IP infrastructure?
- C. How many platforms do you intend to use for call processing and voice mail?
- D. Do you anticipate growth in the number of employees over the next few years?

Answer: A,C

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**QUESTION 40:**

A customer requires a software-based call-processing agent that extends enterprise telephony features and capabilities to packet telephony network devices. What application would meet the needs of the customer?

- A. Cisco Unity Express
- B. Cisco Unity Unified Messaging
- C. Cisco IP Contact Center
- D. Cisco CallManager

Answer: D

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**QUESTION 41:**

Which product is a network module for Cisco 2600XM Series Multiservice Routers, the Cisco 2691 Multiservice Platform, Cisco 2800 Series Integrated Services Routers, Cisco 3700 Series Multiservice Access Routers, and Cisco 3800 Series Integrated Services Routers and provides integrated, entry-level voice mail and auto attendant for the branch office?

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

Answer: D

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**QUESTION 42:**

A small retail company wants to reduce overhead, while at the same time addressing new business challenges such as an increased number of employees working from home. In addition to reducing overhead costs, what other benefit does a Cisco IP Communications solution provide?

- A. reduced costs associated with traditional phone systems
- B. flexible scalability options
- C. improved asset utilization
- D. enable the company to build a global presence with teleworkers around the world

Answer: A

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**QUESTION 43:**

How does a converged solution work?

- A. Voice traffic is carried over a circuit-switched network, and data traffic is carried on an IP network
- B. Voice, video, and data are integrated onto a single IP network.
- C. The network is comprised of proprietary time-division multiplexing hardware and circuits.
- D. The LAN is used for data traffic, and the WAN is used to integrate voice and video traffic

Answer: B

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**QUESTION 44:**

An account manager is meeting with a service provider customer planning to upgrade each of its managed routers with a Cisco Unity Express Network Module from the Cisco Unity Express Advanced Integration Module. Because this customer manages hundreds of routers at dispersed locations, the customer is concerned about labor costs in upgrading their routers. What should be your response to this concern?

- A. Cisco can send a technician to perform the upgrade at each site.
- B. Cisco will ship the modules to the subscriber locations, and the subscriber can easily install them.
- C. The subscriber should contact the closest Cisco sales office and bring in each router for installation.
- D. Cisco will ship the modules to the service provider, and the service provider must install each module at each subscriber location.

Answer: B

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**QUESTION 45:**

Which product was designed for small offices, supports 240 phones as a fully integrated feature of the Cisco access router, and uses Cisco IP phones, Cisco Catalyst switches with inline power and QoS, and router-based gateways to the PSTN?

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

Answer: B

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**QUESTION 46:**

Based on the scenario, which benefit would best address the concerns of the telecommunications manager?

Account manager: Did you know that with a Cisco IP Communications solution, XML applications specific to your business needs can be developed to run from Cisco IP phones? For example, applications can be developed for tracking shipments, checking inventory, or even entering time cards right from your Cisco IP phone!

Telecommunications manager: That sounds interesting, but our current digital phone system offers a ton of features, is already in place, and is presently not a huge expense. I'm not sure how we would benefit from making such a switch



- A. Cisco IP Communications solutions can leverage the existing infrastructure and integrate with legacy systems.
- B. Implementing a Cisco IP Communications solution can reduce desktop wiring costs by up to 50 percent per desktop and enable you to streamline staff.
- C. Custom XML applications provide employee optimization tools that an IP-enabled PBX just cannot offer, which helps improve productivity.
- D. Implementing a Cisco IP Communications solution can boost employee productivity and reduce network management, hardware, software, and maintenance costs for an overall increase in ROI.

Answer: D