



**Vendor:** Cisco

**Exam Code:** 650-177

**Exam Name:** SMB Solutions for Account Managers (SMBAM)

**Version:** DEMO

1. The Solutions Recommendation Guide is a framework for creating a customized SMB solution. In order to create a customized solution, which two components are needed? (Choose two.)

- A. implementation ratings determined
- B. specific products and technology available
- C. benefits to the business decided
- D. business capabilities enabled
- E. business challenges identified

**Answer: BE**

2. What two technologies do SMB customers most often want to implement in the future? (Choose two.)

- A. Mobility
- B. Optical
- C. Telepresence
- D. Voice
- E. Data Center

**Answer: AD**

3. What Cisco CE520 feature optimizes quality of service?

- A. Cisco Configuration Assistant
- B. Cisco Network Admission Control
- C. Cisco Smart Assist
- D. CiscoSmartports

**Answer: D**

4. What is a key purpose of the Solutions Recommendation Guide?

- A. present Cisco products
- B. provide a framework of tested and proven models
- C. identify basic needs of the business
- D. calculate the business need priority

**Answer: C**

5. Which Cisco support service product is sold, supported, and delivered by partners?

- A. Cisco Smart Foundation Service
- B. SMARTnet Partner Service
- C. Cisco Smart Care Service
- D. Cisco Technical Assistance Center
- E. CiscoSMARTnet for SBCS

**Answer: C**

6. What resource would you recommend to a new Cisco partner for a variety of tools?

- A. Channel Incentive program
- B. Unified Communications for SMB

- C. Partner Central
- D. Steps to Success
- E. Instructions: Number of answers: 1

**Answer: C**

7. What is a primary partner benefit of selling services?

- A. easier customer sales cycle
- B. increased margins
- C. fewer customer call backs
- D. available financing options

**Answer: B**

8. What is the primary purpose of IPS?

- A. to scan packets for malicious activity
- B. to provide basic firewall protection
- C. to host secure remote communications
- D. to host Internet connectivity
- E. to provide AIM

**Answer: A**

9. Which three characteristics are indicators that a potential SMB customer is in the SBR-defined growth phase? (Choose three.)

- A. focusing on becoming more efficient
- B. wanting greater connectivity for customers
- C. requesting convergence of voice and data
- D. providing a customer with a basic up-to-date website
- E. needing rapid secure access to customer history, data, or buying behavior

**Answer: ABC**

10. Which two CRM servers allow Cisco Unified Call Connector to be configured for connectivity? (Choose two.)

- A. Microsoft Dynamics
- B. Salesforce.com
- C. Oncontact
- D. Siebel
- E. ACT!

**Answer: AB**

11. A distribution area provides an aggregation point for which components?

- A. edge devices
- B. aggregation switches
- C. core devices
- D. access-area switches
- E. distribution devices

**Answer: D**

12. MightyResearch indicated that a significant percentage of SMBs are concerned about which factor in a UC solution?

- A. non-Cisco vendors providing more viable SMB solutions
- B. costs out-weighing benefits
- C. cost savings to justify replacing existing legacy systems
- D. minimized call-center effectiveness

**Answer: C**

13. Why are consumer-grade access points and routers not the best choice for SMBs?

(Choose two.)

- A. They are not designed for multi-access-point networks.
- B. They do not scale well.
- C. They have higher total cost of ownership than some enterprise products.
- D. Their upgrade paths compete directly against Cisco upgrade paths.

**Answer: AB**

14. Which Cisco support service product targets customers with up to 48 users on a network where voice communication is mission-critical to business operation?

- A. CiscoSMARTnet for SBCS
- B. Cisco Smart Care Service
- C. SMARTnet Partner Service
- D. Cisco Smart Foundation Service
- E. Cisco Technical Assistance Center

**Answer: A**

15. What is the difference between Cisco Catalyst 2960 LAN Base Series and the Lite series.

- A. Only the Cisco Catalyst 2960 LAN Base Series can be managed
- B. Only the Cisco Catalyst 2960LANLite Series supports Gigabit Ethernet
- C. Only the Cisco Catalyst 2960LANLite Series supports Powerover Ethernet
- D. Only the Cisco Catalyst 2960 LAN Base Series offers enhanced security

**Answer: D**

16. In which areas do SMBs tend to require better products than found in retail stores?

- A. voice, intranet, and security
- B. wireless, intranet, and wide-area networking
- C. wireless, security, and voice
- D. security, voice, and wide-area networking

**Answer: C**

17. Select the three foundational hardware components that comprise the Smart Business Communication System. (Choose three.)

- A. IPcelerate IPsmartSuite
- B. Cisco Unified Communication 500 series
- C. Catalyst Express
- D. CiscoUnifiedCallConnector
- E. Cisco Monitor Directory
- F. Cisco 500seriesphones

**Answer: BCF**

18. Increased productivity, minimized legal risks, and improvements in "green" operation can be easily linked to Cisco solutions in which technology area?

- A. routing and switching
- B. web collaboration
- C. on the destination network, between the server and a router
- D. eCommerce
- E. voice
- F. security

**Answer: D**

19. Identity authentication, protocol encryption, secure guest access, voice over WLAN features, and a small device footprint are all highlights of what product in the wireless technology market?

- A. wireless monitoring device
- B. wireless LAN controller
- C. wireless bridge
- D. wireless management device
- E. access point

**Answer: B**

20. Which two are elements of the operational-efficiency business challenge? (Choose two.)

- A. improving business processes
- B. making existing resources more productive
- C. offering enhanced customer service
- D. providing flexible channel and delivery options

**Answer: AC**