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Business Edition 6000 for Sales Engineers

Cisco 700-101

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QUESTION NO: 1

How many co-resident applications does the Cisco Business Edition 6000 support?

A. 6

B. 5

C. 3

D. 4

ANSWER: B

Explanation:

Cisco Business Edition 6000 supports **5** co-resident collaboration applications. The BE6000 architecture is designed as an integrated, virtualized collaboration platform for midsize deployments, with Cisco Unified Computing System hardware hosting a defined set of Cisco collaboration application virtual machines. Cisco describes the solution as supporting up to five applications co-resident on the BE6000 server, enabling organizations to consolidate core calling, messaging, presence, and related collaboration services rather than deploying separate physical servers for each workload.

The five-application figure is a platform-sizing and deployment characteristic, not merely a count of user-facing features. Actual application combinations and supported scale depend on the applicable BE6000 release, hardware model, software compatibility matrix, and Cisco sizing guidance. For the exam's general product-positioning question, however, the documented maximum number of co-resident applications is five. Cisco's Business Edition 6000 product information identifies the platform's integrated collaboration design and application-hosting model; consult the Cisco Business Edition 6000 product page and the Cisco Business Edition 6000 data sheet for product details and deployment specifications.

QUESTION NO: 2

In which two ways does Cisco Business Edition 6000 deployment mitigate and reduce the business risk? (Choose two.)

A. The end-to-end Cisco collaboration solution eliminates the risk of other vendor applications and devices not being supported.

B. Cisco Jabber uses a consistent user interface on all devices. Changing devices does not impact user acceptance.

C. Cisco Collaboration Architecture supports all major operating systems and devices, minimizing the risk of a device not being supported.

D. Cisco proprietary communications protocols mitigate the risk of interoperability with other vendor collaboration devices.

ANSWER: B C

Explanation:

Cisco Business Edition 6000 reduces deployment and adoption risk by delivering an integrated Cisco collaboration platform with a consistent user experience and broad endpoint support. "Cisco Jabber uses a consistent user interface on all devices. Changing devices does not impact user acceptance." is correct because Jabber extends familiar calling, messaging, presence, conferencing, and contact capabilities across supported desktop and mobile clients. This continuity reduces training requirements and helps users remain productive when moving among devices, which lowers the organizational risk associated with introducing new communications tools.

"Cisco Collaboration Architecture supports all major operating systems and devices, minimizing the risk of a device not being supported." is also correct in the context of the BE6000 sales architecture. Cisco collaboration clients and endpoints are designed for use across common enterprise operating environments and device types. This gives customers flexibility to accommodate their existing endpoint estate and evolving user requirements, while reducing the likelihood that a deployment will require disruptive device replacement or an unsupported-user workaround. Cisco describes BE6000 as an integrated collaboration platform for midsize organizations, and its collaboration portfolio provides clients across desktop and mobile environments. See Cisco Business Edition 6000 and Cisco Jabber.

QUESTION NO: 3

In a Cisco Unified Communications Manager hunt list, which hunt-member selection algorithm begins with the member following the last member that answered a call?

A. Top-down

B. Circular

C. Longest-idle

D. Broadcast

ANSWER: B

Explanation:

Circular is the hunt-member selection algorithm that begins each new hunt attempt with the member following the last member that answered a call. The selection process then continues through the hunt list in its configured order until an available member is found.

This algorithm distributes calls more evenly than Top-down because it does not always begin with the first member in the list. It is appropriate when a group needs a predictable rotation of calls among available members. Cisco Unified Communications Manager provides several hunt distribution algorithms so administrators can align call treatment with departmental requirements. See the Cisco Unified Communications Manager documentation.

QUESTION NO: 4

Native call queuing offers four different queued-caller selections Which algorithm selects hunt members based on the order in which they appear in the hunt list, starting with the first member?

A. Longest-idle

B. Circular

C. Top-down

D. Broadcast

ANSWER: C

Explanation:

Top-down is the hunt-member selection algorithm that evaluates members in the exact sequence in which they are listed in the hunt list, beginning with the first listed member for each new call. Cisco Unified Communications Manager uses that ordered list to find the first member that is available and eligible to receive the call. This behavior makes Top-down useful when calls should preferentially go to a primary destination, such as a lead agent, primary department line, or designated endpoint, before being offered to subsequent members. If the first member cannot take the call, the system continues down the configured hunt-list order until it finds an available member or reaches the applicable hunt and queue treatment. The member order is therefore an important part of the call-routing design when Top-down is selected: administrators can control call preference simply by arranging the members in the intended priority sequence. Cisco documents hunt groups, hunt lists, and their distribution algorithms in the Unified Communications Manager feature documentation; see the Cisco Unified Communications Manager installation and configuration guides and the Cisco Unified Communications Manager product documentation.

QUESTION NO: 5

In which layer of Cisco Unified Communications system architecture does Cisco Jabber reside?

A. Operations and serviceability

B. Applications and services

C. Networking

D. Call control

E. Call routing

ANSWER: B

Explanation:

Cisco Jabber resides in the **Applications and services** layer of the Cisco Unified Communications system architecture. Jabber is a collaboration client application that provides end users with services such as instant messaging and presence, voice and video calling, visual voicemail, directory access, and conferencing integration. In this architectural model, the client consumes collaboration capabilities delivered by underlying call-control, messaging, presence, and network components rather than performing those infrastructure roles itself.

For example, Cisco Jabber registers to Cisco Unified Communications Manager for calling and can integrate with Cisco IM and Presence Service for messaging and presence. Those platform components make the relevant services available, while Jabber presents them in a unified user-facing application across supported desktop and mobile endpoints. Therefore, classifying Jabber in the Applications and services layer accurately reflects its role as an endpoint collaboration application. Cisco describes Jabber as a unified communications client that brings together presence, instant messaging, voice, video, voice messaging, desktop sharing, web conferencing, and conferencing capabilities. See Cisco Jabber and Cisco Jabber support documentation.

QUESTION NO: 6

Which three statements are true when migrating from an existing Cisco Unified Communications platform to Cisco Business Edition 6000? (Choose three.)

A. License migration from older standalone Cisco Unified Communications Manager releases is not possible

B. License migration is also supported from Cisco Business Edition 3000 and 5000.

C. Configuration and user data does not have to be reprovisioned

D. License migration is supported using the Cisco 9 and 3 upgrade offer.

E. Only some types of existing Cisco IP phones can be reused

F. When migrating, any service and software subscriptions must first be terminated and credit requested for the remaining period of the contract

ANSWER: B D F

Explanation:

Cisco Business Edition 6000 migration programs support entitlement migration for customers moving from Cisco Business Edition 3000 and Cisco Business Edition 5000 deployments. This gives those customers a supported path to move their collaboration workloads onto the BE6000 platform while transitioning their qualifying licensing investment rather than treating the move solely as a completely new deployment. Cisco also provided the “9 and 3” upgrade offer as a licensing migration mechanism for eligible Unified Communications customers, enabling a defined commercial path to the BE6000 licensing model.

For migrations performed under these offers, active service and software-subscription arrangements associated with the legacy licenses must be handled before the migration transaction. The existing subscription is terminated and the customer requests the applicable credit for the unused portion of the contract. That process prevents overlapping support entitlement for licenses that are being replaced and ensures the migrated licensing and coverage are correctly aligned to the destination BE6000 solution. Cisco’s Business Edition 6000 product information and collaboration licensing documentation provide the relevant platform and lifecycle context: Cisco Business Edition 6000 and Cisco Collaboration Licensing Guide.

QUESTION NO: 7

Which three discovery questions help a sales engineer identify a Cisco Business Edition 6000 opportunity? (Choose three.)

A. When does the current phone-system support contract expire?

B. How many employees require remote or mobile collaboration access?

C. Do customer-service teams require contact-center functions and reporting?

D. Which office furniture supplier does the customer prefer?

E. Does the customer want to retain every limitation of the current phone system?

ANSWER: A B C

Explanation:

Effective discovery identifies a customer event, operational challenge, or business outcome that can be addressed by an integrated collaboration solution. The age and support status of the current phone system can reveal a refresh opportunity. Understanding remote and mobile-worker requirements helps determine the need for secure access, calling, meetings, and messaging from different locations. Identifying customer-service and contact-center requirements establishes whether capabilities such as Cisco Unified Contact Center Express should be considered.

Questions about an unrelated office furnishing preference or a fixed preference for maintaining all legacy limitations do not establish collaboration requirements or quantify the potential value of a Business Edition 6000 solution. See Cisco Business Edition 6000 and Cisco Collaboration solutions.