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Exam : **700-104**

Title : Business Edition 6000 for Account Managers (BE6KAM)

Version : DEMO

1.Where in the value chain do collaboration architecture solutions bring the highest value to businesses?
A.In human resources management processes
B.Infrastructure
C.In logistics processes
D.Within core business processes
Answer: D

2.Which three of these are market trends that drive the need for an improved, more efficient collaboration experience? (Choose three.)
A.automated order processing
B.conducting business globally across several or all time zones
C.effective HRM system
D.work anywhere, anytime, any device
E.inventory management
F.cloud services and social media
Answer: B,D,F

3.Management style is a key factor in effective collaboration.How does management style affect and help create a collaborative culture in an organization?
A.It ensures higher quality and performance.
B.It makes collaboration easy and natural.
C.It stores information logically.
D.It establishes collaboration as a corporate behavior.
Answer: D

4.Which three collaboration mechanisms increase customer satisfaction? (Choose three.)
A.attractive TV advertisements
B.variety of customer communication channels
C.flexible, enhanced customer service processes
D.effective mail and email communication
E.frequent phone communication
F.ability to access customer data from any device, anywhere
Answer: B,C,F

5.Which statement best describes the Cisco collaboration architecture?
A.It is a collaboration framework designed to integrate the existing collaboration functionalities of a customer with Cisco network infrastructure.
B.It is a collaboration framework designed to support the collaboration needs of a typical large enterprise.
C.It is a flexible collaboration framework designed to support any customer and any user collaboration needs.
D.It is a flexible network framework designed to enable integration with the collaboration requirements of a customer.
Answer: C