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# **Q&A**

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**Exam** : **646-202**

**Title** : Sales Expert Cisco Sales  
Expert Exam (CSE)

**Version** : DEMO

1. What are two business benefits of storage networking solutions? (Choose two.)

- A. Cash flows from online business transactions will improve.
- B. Network availability will be improved through load balancing.
- C. IT staffs will be able to centralize network management functions.
- D. Business will be able to recover from "man-made" or natural disasters.

Answer: CD

2. Which Cisco product provides network services that include management of virtual storage-area networks (VSANs), advanced traffic management, and sophisticated diagnostics?

- A. ICS 7750
- B. MDS 9000 Family
- C. ONS 15000 Series
- D. 5400 Storage Router Series

Answer: B

3. What is storage networking?

- A. optical storage networks based on the Fibre Channel protocol
- B. hardware and software that deliver rich media to the network edge
- C. hardware and software that unite multiple server-based storage areas
- D. a storage array attached to a server using a Small Computer Systems Interface (SCSI)

Answer: C

4. What are two benefits of an optical networking solution? (Choose two.)

- A. supports bandwidth on demand
- B. provides support for mobile workers
- C. increases network transmission speeds
- D. offers simple installation and configuration

Answer: AC

5. Which two characteristics of optical networks allow data to be transmitted over extremely long distances? (Choose two.)

- A. no encryption
- B. minimal signal loss
- C. no bandwidth limits
- D. no electromagnetic interference (EMI)

Answer: BD

6. Which CiscoWorks network management solution provides end-to-end quality of service (QoS) for enterprise networks with converged voice, video, and data?

- A. VMS
- B. LMS
- C. QPM
- D. RWAN

Answer: C

7. Which is an opportunity indicator for a CiscoWorks QoS Policy Manager (QPM) solution?

- A. a midsize insurance company hoping to cut toll-call costs to foreign branch offices
- B. an Internet service provider (ISP) needing to provide better quality of service (QoS) to its customers
- C. a growing enterprise wanting to automate and simplify diagnosing network problems at branch offices
- D. a global enterprise needing end-to-end quality of service (QoS) for a converged voice, video, and data network

Answer: D

8. Which network technology allows for the monitoring of active communication networks to diagnose problems and gather statistics for network administration?

- A. network security
- B. content networking
- C. network management

D. campus local-area networking

Answer: C

9. Cisco.com is a portal that provides customers access to \_\_\_\_\_.

A. spare parts

B. unlimited software downloads

C. major upgrades for their CiscoWorks 2000 software

D. online product and technology information, interactive network management and diagnostic tools, and empowering knowledge transfer resources

Answer: D

10. SMARTnet and SMARTnet Onsite provide which two services? (Choose two.)

A. updates to all Cisco software

B. support for Cisco IOS software

C. registered access to Cisco.com

D. support for application software such as Cisco CallManager

Answer: BC

11. Which three are benefits of advance replacement? (Choose three.)

A. It saves customers time.

B. Customers receive the latest software releases.

C. Customers do not incur costs associated with warehousing and inventory management.

D. It gives immediate access to a technical expert who can quickly diagnose and resolve hardware issues.

Answer: ACD

12. Which Cisco Technical Service and Support program offers service providers with the support they need to keep their networks running?

A. SASU

B. SPBase

C. SMARTnet

D. Shared Support

Answer: B

13. Which three are standard Cisco warranties? (Choose three.)

A. full lifetime hardware warranty

B. standard 90-day hardware and software warranty

C. end-user software license agreement and software warranty

D. five-year limited hardware and one-year limited software warranty

Answer: BCD

14. Approximately 75% of all Cisco customers regularly update their Cisco IOS software. What is a potential consequence of not regularly updating Cisco IOS software?

A. Employee dissatisfaction could increase.

B. A customer could fall behind competitors in the market.

C. A customer may not be able to use all their software on their company network.

D. It could take longer to escalate calls within the Cisco Technical Assistance Center (TAC).

Answer: B

15. Limited TAC support is available under which warranty option?

A. 90-day limited hardware warranty

B. 1 year limited hardware warranty

C. 5 year limited hardware and 1 year limited software warranties

D. limited lifetime hardware warranty

Answer: C

16. In addition to telephone assistance, where can customers receive assistance from the Cisco Technical Assistance Center (TAC)?

A. the Cisco TAC website

B. their Service Account Manager (SAM)

C. industry-leading Cisco technical journals

D. the Help feature within the Cisco Bug Toolkit

Answer: A

17. What two features does the Internet Protocol TV broadcasting (IP/TV) viewer offer to a user? (Choose two.)

A. helps locate program listings

B. determines a schedule of broadcast programs

C. provides a separate viewing window with TV-like controls

D. broadcasts a real-time video data stream to a desktop personal computer (PC)

Answer: AC

18. Internet Protocol TV broadcasting (IP/TV) is appropriate for which two business scenarios? (Choose two.)

A. a manufacturing facility that needs to provide updated training on proper equipment usage and to allow operators to hear and see peers at all participating sites

B. a global fast-food franchise that needs to coach new managers on best practices in customer service and leadership behaviors and answer questions from the audience

C. an accounting firm that wants to deliver monthly training sessions to global finance personnel who need to access sessions at different times, depending on branch locations

D. a pharmaceutical organization that wants to provide daily updates on competitor products and any external awards or news coverage the company receives

Answer: CD

19. What are two tasks the network gatekeeper performs in an Internet Protocol videoconferencing (IP/VC) system? (Choose two.)

A. controls network traffic

B. registers participant requests

C. delivers requests for video on demand (VoD)

D. enables communication between IP and legacy video terminals

Answer: AB

20. What are RJ-45 and RJ-11?

A. topologies

B. cable specifications

C. twisted-pair connectors

D. coaxial cable connectors

Answer: C