



# 700-038<sup>Q&As</sup>

Advanced Collaboration Architecture Field Engineer Exam

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**QUESTION 1**

The Architecture Development Method (ADM) consists of several phases. Which two phases are correctly mapped to their activities? (Choose two.)

- A. Phase F: Analyze cost benefits, and risk, then develop a detailed implementation and migration plan.
- B. Phase E: Set the scope, constraints, and expectations for The Open Group Architecture Framework (TOGAF) project
- C. Phase D: Develop architectures at three levels.
- D. Phase C: Define the business architecture.
- E. Phase B: Create the information systems architecture with applications and data.

Correct Answer: AC

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**QUESTION 2**

Which of the following statements best describes the capability to enable any-to-any collaboration as one of the key Cisco collaboration differentiators?

- A. Enable people to collaborate securely using any suitable endpoint device to exchange information
- B. Enable a unique and effective collaboration workspace.
- C. Enable voice, video, Web, and customer care collaboration applications across different cloud deployment models.
- D. Enable seamless voice communication as standard for business communication.

Correct Answer: C

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**QUESTION 3**

Retail businesses must act quickly in order to innovate, respond to changing market conditions, enhance customer service, and increase sales. Which option addresses this requirement?

- A. Cisco Lean Retail
- B. Cisco Connected Retail
- C. Cisco Employee Optimization
- D. Cisco Customer Experience Transformation
- E. Cisco Secure Store



Correct Answer: A

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#### QUESTION 4

How can the Cisco collaboration services layer of Cisco Collaboration Architecture help managers to measure KPIs?

- A. The Cisco collaboration services layer is a standalone element of Cisco Collaboration Architecture and delivers services that directly improve business KPIs
- B. Cisco collaboration services and infrastructure layers compose Cisco Collaboration Architecture that improves technical KPIs.
- C. The Cisco collaboration services layer delivers additional performance information to demonstrate increased business performance.
- D. Conferencing, IP communications, telepresence, and other Cisco collaboration services deliver additional information to show the increased business performance.

Correct Answer: C

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#### QUESTION 5

Which option is a next-generation agent and supervisor desktop that offers a user-centric design to enhance customer care satisfaction along with a collaborative experience?

- A. Cisco WebEx
- B. Cisco SocialMiner
- C. Cisco Finesse
- D. Cisco Jabber

Correct Answer: C

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