



# Cisco

## 700-104 Exam

### Business Edition 6000 for Account Managers

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**Question: 1**

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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

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**Answer: D**

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**Question: 2**

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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

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**Answer: B, D, F**

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**Question: 3**

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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.

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**Answer: D**

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**Question: 4**

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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

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**Answer: B, C, F**

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