648-232^{Q&As}

Cisco WebEx Solutions Design and Implementation

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QUESTION 1

Which statement is true about deploying WebEx OneTouch?

A. WebEx-enabled meetings do not use ports in the CTMS.

B. The WebEx plug-in is not used for WebEx OneTouch scheduling.

C. Outbound TCP 443 SSL connections are not able to pass through the system firewall.

D. WebEx OneTouch supports a proxy server.

Correct Answer: B

QUESTION 2

If an Active Directory Federation Services customer chooses to enable IWA, what will WebEx Federated SSO use to take the Windows login from the PC directly, so that end users do not need to sign in at all?

A. WebEx One-Click

B. Kerberos integration method

C. SAML

D. IDM

Correct Answer: B

QUESTION 3

What is the number one customer complaint surveyed by technical support organizations?

A. cost of service

B. time that it takes to resolve issue

C. lack of resolution

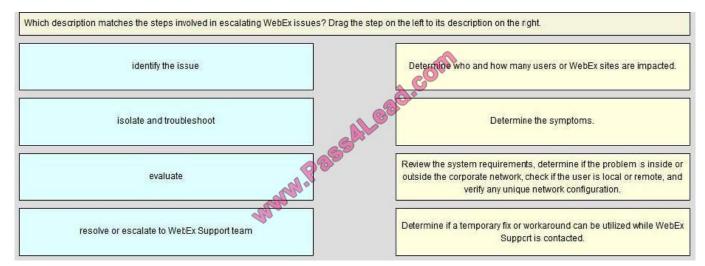D. time that it takes to reach a service representative
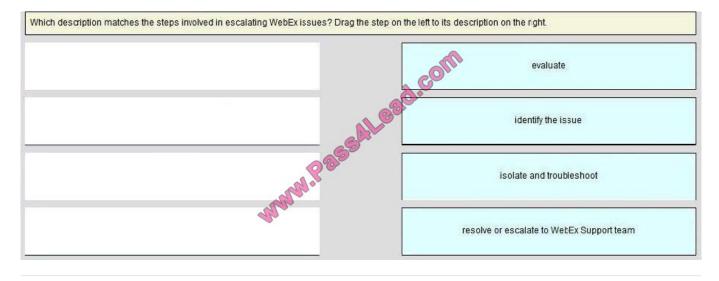
Correct Answer: B

QUESTION 4

Which description matches the steps involved in escalating WebEx issues? Drag the step on the left to its description on the right.

Select and Place:

Which description matches the steps involved in escalating WebEx issues? Drag the step on the left to its description on the right.

identify the issue	Determine who and how many users or WebEx sites are impacted.
isolate and troubleshoot	Determine the symptoms.
evaluate	Review the system requirements, determine if the problem is inside or outside the corporate network, check if the user is local or remote, and verify any unique network configuration.
resolve or escalate to WebEx Support team	Determine if a temporary fix or workaround can be utilized while WebEx Support is contacted.

Correct Answer:

Which description matches the steps involved in escalating WebEx issues? Drag the step on the left to its description on the right.

	evaluate
	identify the issue
	isolate and troubleshoot
	resolve or escalate to WebEx Support team

QUESTION 5

Which two platforms are the first to be combined to make up the WebEx Meetings shared SaaS platform?

A. Cisco TelePresence Callway and WebEx Connect

B. Connect and WebEx

C. Quad and Cisco TelePresence Callway

D. WebEx Quad

Correct Answer: B

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