

**Exam** : **[Cisco 650-177](#)**

**Title** : **SMB Solutions for Account  
Managers (SMBAM)**

**Version** : **Demo**

1. The Solutions Recommendation Guide is a framework for creating a customized SMB solution. In order to create a customized solution, which two components are needed? (Choose two.)

- A. implementation ratings determined
- B. specific products and technology available
- C. benefits to the business decided
- D. business capabilities enabled
- E. business challenges identified

**Answer: B**

2. What two technologies do SMB customers most often want to implement in the future? (Choose two.)

- A. Mobility
- B. Optical
- C. Telepresence
- D. Voice
- E. Data Center

**Answer: AD**

3. What Cisco CE520 feature optimizes quality of service?

- A. Cisco Configuration Assistant
- B. Cisco Network Admission Control
- C. Cisco Smart Assist
- D. CiscoSmartports

**Answer: D**

Explanation:

CE 520 key features are below:

Key Feature	Benefit
Easy to use management tool	Provides easy to manage switch with GUI Device Manager and Cisco Network Assistant
Smartports advisor	Provides optional per-port automatic configuration of CCIE best practices based on device connected
Integrated security and Network Admission Control	Secures business assets and protects network from worms and viruses with Network Admission Control solutions
Troubleshooting advisor	Switch informs network manager of problem and recommends how to correct it
Power over Ethernet	Allows for rapid deployment of IP Phones, Access points and other devices without the cost of actual tests power to the network location

## Smartports



4. What is a key purpose of the Solutions Recommendation Guide?

- A. present Cisco products
- B. provide a framework of tested and proven models
- C. identify basic needs of the business
- D. calculate the business need priority

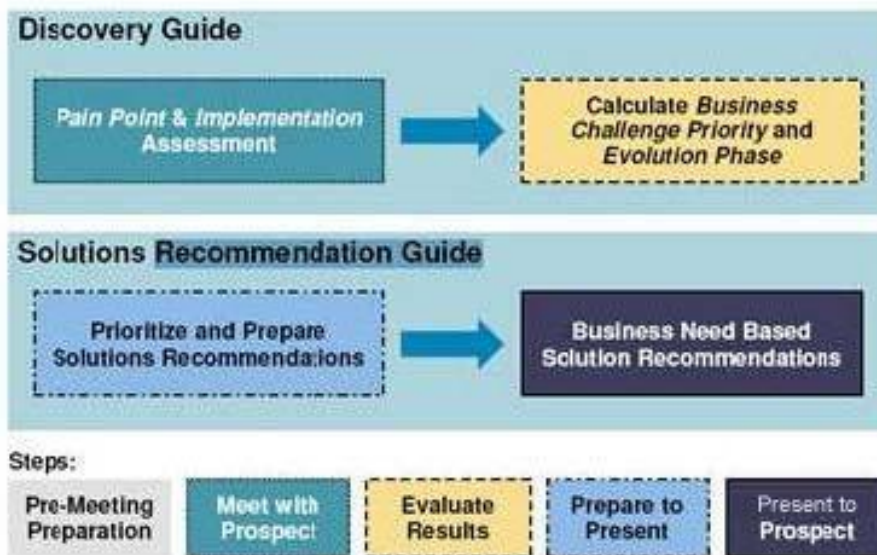
**Answer: C**

Explanation:

Solutions recommended guide is a framework for developing solutions that address business challenges today and in the future

Create a customized solution Business challenge + value assessment discovery = solution framework  
Solutions framework + your customization = Phased IT roadmap  
Solution presentation Tie solution directly to business's primary and secondary challenges Identify service opportunities

## Smart Business Roadmap Sales Approach



5. Which Cisco support service product is sold, supported, and delivered by partners?

- A. Cisco Smart Foundation Service
- B. SMARTnet Partner Service
- C. Cisco Smart Care Service
- D. Cisco Technical Assistance Center
- E. CiscoSMARTnet for SBCS

**Answer: C**

Explanation:

Cisco Smart care services

## Cisco Smart Care Service

**Comprehensive network-wide service that combines technical support with proactive monitoring, assessments, and remote repairs to keep networks secure and running optimally**



**Target Customer**

- Business with 50–600 network users and 5 to 105 devices
- Network is critical to business
- Limited IT expertise; wants network-level coverage

**Go-to-Market**

- Partner delivered, collaborative service

**Features**

- Proactive network-wide monitoring, assessments and notifications
- Advance Hardware Replacement—next business day/same day ship, 4-hour
- 24x7 partner access to the Cisco Technical Assistance Center
- Cisco.com knowledge base and Smart Care Portal
- Operating system software updates and upgrades
- Software application updates

6. What resource would you recommend to a new Cisco partner for a variety of tools?

- A. Channel Incentive program
- B. Unified Communications for SMB
- C. Partner Central
- D. Steps to Success
- E. Instructions: Number of answers: 1

**Answer: C**

Explanation:

Partner Central is resource recommended for new Cisco SMB partner.

**SMB Partner Central**

[www.cisco.com/go/smbpartner](http://www.cisco.com/go/smbpartner)

Click the link to open a new window and go there now.



The screenshot shows the Cisco SMB Partner Central website. The top navigation bar includes links for Solutions, Products & Services, Training, Support, Training & Events, and Partner Central. The main content area is titled 'Small & Medium Business' and features a video player with the text: 'What will your employees do when the network goes down? A Week of lost? Based on our customer engagement campaign we designed with the help of Cisco (SM) via video. The video, released on YouTube and other 2nd party sites, captures exactly why SMBs can't afford to have their network go down.' Below the video, there are sections for 'Achieve Your Goals' and 'Meet Your Customers' Challenges, along with a search bar and various navigation options.

7. What is a primary partner benefit of selling services?

- A. easier customer sales cycle
- B. increased margins
- C. fewer customer call backs
- D. available financing options

**Answer: B**

8. What is the primary purpose of IPS?

- A. to scan packets for malicious activity
- B. to provide basic firewall protection
- C. to host secure remote communications
- D. to host Internet connectivity
- E. to provide AIM

**Answer: A**

Explanation:

IPS protects network by scanning packets to determine whether they match identified characteristics (signatures) of malicious activity.



9. Which three characteristics are indicators that a potential SMB customer is in the SBR-defined growth phase? (Choose three.)

- A. focusing on becoming more efficient
- B. wanting greater connectivity for customers

- C. requesting convergence of voice and data
- D. providing a customer with a basic up-to-date website
- E. needing rapid secure access to customer history, data, or buying behavior

**Answer:** ABC

10. Which two CRM servers allow Cisco Unified Call Connector to be configured for connectivity? (Choose two.)

- A. Microsoft Dynamics
- B. Salesforce.com
- C. Oncontact
- D. Siebel
- E. ACT!

**Answer:** AB

11. A distribution area provides an aggregation point for which components?

- A. edge devices
- B. aggregation switches
- C. core devices
- D. access-area switches
- E. distribution devices

**Answer:** D

Explanation:

Distribution areas and switches A distribution area provides an aggregation point for access switches. Switches in this area must handle large amounts of traffic. Multilayer switches are often used in the distribution area. Distribution switches include the 3560 and 3750 series Each can effectively aggregate access switches.



Catalyst 3560



Catalyst 3750

12. MightyResearch indicated that a significant percentage of SMBs are concerned about which factor in a UC solution?

- A. non-Cisco vendors providing more viable SMB solutions
- B. costs out-weighing benefits
- C. cost savings to justify replacing existing legacy systems
- D. minimized call-center effectiveness

**Answer: C**

13. Why are consumer-grade access points and routers not the best choice for SMBs? (Choose two.)

- A. They are not designed for multi-access-point networks.
- B. They do not scale well.
- C. They have higher total cost of ownership than some enterprise products.
- D. Their upgrade paths compete directly against Cisco upgrade paths.

**Answer: AB**

14. Which Cisco support service product targets customers with up to 48 users on a network where voice communication is mission-critical to business operation?

- A. CiscoSMARTnet for SBCS
- B. Cisco Smart Care Service
- C. SMARTnet Partner Service

- D. Cisco Smart Foundation Service
- E. Cisco Technical Assistance Center

**Answer: A**

Explanation:



**SMARTnet for SBCS**

Direct, anytime access to Cisco engineers for rapid issue resolution and complete, solutions-level technical support for smart business communications systems for small businesses

**Customer Profile**

- Voice network is mission critical to business
- Needs responsive support with device level coverage that meets budget requirements
- Small business up to 48 network users

**Service Sales and Delivery**

- Sold by Cisco and Certified Partners, delivered by Cisco

**Service Capabilities and Features**

- 24 x 7 global access to the Cisco Technical Assistance Center (TAC) for help with configuration, diagnostics, recommendations
- Advance hardware replacement—(NBD, 2-hour, 4-hour and/or onsite engineer)
- Application and operating system software updates and upgrades
- Access to the extensive Cisco.com knowledge base and tools

15. The Cisco UC520 provides integrated WLAN connectivity to mobile clients for which technology?

- A. voice only
- B. data and voice
- C. data only

**Answer: B**

Explanation:

Cisco UC520 provides integrated WLAN connectivity to mobile clients for data & voice technology.

See the fig below.

## Cisco Unified Wireless Network



16. In which areas do SMBs tend to require better products than found in retail stores?

- A. voice, intranet, and security
- B. wireless, intranet, and wide-area networking
- C. wireless, security, and voice
- D. security, voice, and wide-area networking

**Answer: C**

17. Select the three foundational hardware components that comprise the Smart Business Communication System. (Choose three.)

- A. IPcelerate IPsmartSuite
- B. Cisco Unified Communication 500 series
- C. Catalyst Express
- D. Cisco UnifiedCallConnector
- E. Cisco Monitor Directory
- F. Cisco 500 seriesphones

**Answer: BCF**

Explanation:

Smart Business Communication System hardware components are below:



18. Increased productivity, minimized legal risks, and improvements in "green" operation can be easily linked to Cisco solutions in which technology area?

- A. routing and switching
- B. web collaboration
- C. on the destination network, between the server and a router
- D. eCommerce
- E. voice
- F. security

**Answer: D**

19. Identity authentication, protocol encryption, secure guest access, voice over WLAN features, and a small device footprint are all highlights of what product in the wireless technology market?

- A. wireless monitoring device
- B. wireless LAN controller
- C. wireless bridge
- D. wireless management device
- E. access point

**Answer: B**

20. Which two are elements of the operational-efficiency business challenge? (Choose two.)

- A. improving business processes
- B. making existing resources more productive

C. offering enhanced customer service

D. providing flexible channel and delivery options

**Answer: AC**