
Question: 1

Which support tools option is available in the Cisco WebEx Support Center?

- A. Monitor all sessions and agent activity at the queue and support-representative levels.
- B. Allow recording of support sessions manually or automatically
- C. Allow technicians to reboot and reconnect.
- D. Set up queues with rules-based routing, by availability or skill set.

Answer: B

Question: 2

In which ways can your Cisco WebEx account be accessed?

- A. WebEx productivity tool and email client plug-ins
- B. web portal, WebEx productivity tool, and email client plugins
- C. web portal and email client plug-ins
- D. web portal only

Answer: B

Question: 3

Which statement about alternate hosts in your Cisco WebEx Personal Room is true?

- A. You can specify only one individual as an alternate host.
- B. Everyone within your organization are automatically alternate hosts.
- C. Alternate host can be assigned to every within your organization or no one.
- D. Alternate hosts cannot start a meeting from video systems or applications.

Answer: D

Question: 4

Which path do you take to configure the Automatic Lock feature in your Cisco WebEx Personal Room?

- A. My WebEx > My Personal Room > Automatic Lock
- B. My WebEx > Preferences > My Personal Room > Automatic Lock

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- C. My WebEx > Preferences > Automatic Lock
 - D. Preferences > My Personal Room > Automatic Lock

Answer: B

Question: 5

How many participants are included for video calling with the M3 Message and Meeting package for Cisco Spark?

- A. 10
- B. 5
- C. 2
- D. 25

Answer: D

Question: 6

What is the maximum wait time before your Cisco WebEx Personal room locks after the automatic lock option has been configured?

- A. 20 minutes
- B. 15 minutes
- C. 5 minutes
- D. 10 minutes

Answer: A