# 646-096

## Cisco
## CRM Express for Account Managers

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**QUESTION 1:**

Select the one key feature of accurate call duration tracking.

A. provides complete call accounting solution to customer
B. provides call routing of calls to correct agents
C. gives user duration of calls in e-mail
D. provides customers with accurate charge-back billing data

Answer: D

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**QUESTION 2:**

To what type of customers should you present Cisco CRM Communications Connector?
Select two.

A. large Enterprise customers with hundres of users
B. small and medium business up to 100 users
C. small office, home office (SOHO) business with less than 5 users
D. Enterprise customers with branch locations up to 100

Answer: B, D

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**QUESTION 3:**

Which types of customers are good candidates for Cisco CRM Communications Connector
integration? Select two.

A. customers who use Microsoft CRM
B. customers who use all Unix Servers
C. customers with Cisco IP Communications deployed
D. customers who do not need new telephony solutions

Answer: A, C

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**QUESTION 4:**

Select the ideal type of customers the benefit from use of Cisco CRM Communications
Connector solution?

A. a customer who has Microsoft Exchange or Windows Server already deployed
B. a customer using IBM Lotus Notes for e-m ail
C. customer who has invested in a non Microsft CRM Solution
D. a customer who does not use computers or technology

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