

Webex Calling Expert Practice Exam (Sample)

Study Guide



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SAMPLE

Questions

- 1. What does the term "auto attendant" refer to in Webex Calling?**
 - A. An automated system that greets callers and directs them to the appropriate department or extension**
 - B. A tool for managing conference calls**
 - C. A script for customer service agents**
 - D. A messaging feature for team chats**
- 2. Which is the best description of the Named User subscription for Webex Calling?**
 - A. More than 250 seats**
 - B. Less than 250 seats**
 - C. Unlimited seats**
 - D. Fixed seating only**
- 3. What level of reliability does Webex Calling offer?**
 - A. Three 9's reliability**
 - B. Four 9's reliability**
 - C. Five 9's reliability**
 - D. Two 9's reliability**
- 4. Which feature in Webex Calling allows users to set preferences for how incoming calls are handled?**
 - A. Call forwarding**
 - B. Call blocking**
 - C. Call screening**
 - D. Call waiting**
- 5. What type of support does Cisco offer to Webex Calling users?**
 - A. Only online chat support**
 - B. Technical support including documentation and customer services**
 - C. Support through third-party providers**
 - D. No support is provided**

- 6. When should you open a Webex Calling TAC case?**
- A. When I have exhausted Tier 1 support.**
 - B. When I find documentation discrepancies and errors**
 - C. When I have a calling issue I cannot resolve.**
 - D. All of the answers are correct**
- 7. What type of analytics does Webex Calling provide to users and administrators?**
- A. Social media engagement metrics**
 - B. Call quality metrics and performance reports**
 - C. Competitive pricing analysis**
 - D. Hardware performance statistics**
- 8. What aspect of the Webex Calling service is monitored using analytics tools?**
- A. User interface design**
 - B. Employee training effectiveness**
 - C. System performance and application usage**
 - D. Marketing campaign success**
- 9. What licenses are available in Flex 3.0 for Webex Calling?**
- A. Standard, Professional and Enhanced Area**
 - B. Enhanced and Premium**
 - C. Professional and Enhanced**
 - D. Professional, Basic Area and Enhanced**
- 10. True or False: The Webex Calling Infrastructure is geo-redundant.**
- A. True**
 - B. False**
 - C. Not applicable**
 - D. Depends on the configuration**

Answers

SAMPLE

- 1. A**
- 2. B**
- 3. B**
- 4. C**
- 5. B**
- 6. D**
- 7. B**
- 8. C**
- 9. C**
- 10. B**

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Explanations

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1. What does the term "auto attendant" refer to in Webex Calling?

A. An automated system that greets callers and directs them to the appropriate department or extension

B. A tool for managing conference calls

C. A script for customer service agents

D. A messaging feature for team chats

The term "auto attendant" in Webex Calling refers to an automated system designed to greet callers and guide them to the appropriate department or extension. This system helps streamline the process of connecting callers with the right person or information without the need for a human operator. It typically involves pre-recorded greetings and prompts that allow callers to choose options by entering numbers on their phone's keypad or speaking commands, making the call handling more efficient. This functionality is crucial for businesses as it enhances customer experience by reducing wait times and ensuring that calls reach the right destination swiftly. Options for various departments or services can be programmed, allowing callers to navigate directly to the information or personnel they need.

2. Which is the best description of the Named User subscription for Webex Calling?

A. More than 250 seats

B. Less than 250 seats

C. Unlimited seats

D. Fixed seating only

The Named User subscription for Webex Calling is designed specifically for organizations that need to manage a defined number of users. This subscription model is best suited for setups with less than 250 seats, providing a straightforward per-user licensing structure. Each user requires their own license, making it ideal for smaller to mid-sized businesses or departments within larger organizations. This model allows organizations to effectively manage their communication needs without the complexity of handling an excessive number of licenses. The focus on less than 250 seats ensures that companies can maintain a clear and organized approach to user management within their telephony system, allowing for personalized features tailored to each user without overstressing their licensing needs. By understanding this subscription model, organizations can make informed decisions that fit their size and operational needs, ensuring efficient communication through Webex Calling.

3. What level of reliability does Webex Calling offer?

- A. Three 9's reliability**
- B. Four 9's reliability**
- C. Five 9's reliability**
- D. Two 9's reliability**

Webex Calling offers four 9's reliability, which means it provides a service availability of 99.99%. This level of reliability is significant for businesses that depend on communication technologies, as it indicates that the service is designed to be exceptionally reliable and minimizes downtime. This level of uptime is crucial for ensuring productivity and maintaining seamless communication within organizations. The four 9's standard is typically targeted by mission-critical applications, addressing the needs of enterprises that cannot afford frequent service interruptions. It demonstrates that Webex Calling is committed to high availability and performance, making it a robust choice for users who require consistent, uninterrupted calling services. This level of reliability helps to instill confidence in users that their calls will go through without significant disruptions. The other options, while they indicate varying degrees of service availability, do not reflect the high standard that Webex Calling aims to achieve.

4. Which feature in Webex Calling allows users to set preferences for how incoming calls are handled?

- A. Call forwarding**
- B. Call blocking**
- C. Call screening**
- D. Call waiting**

The correct feature that allows users to set preferences for how incoming calls are handled is call screening. This feature enables users to choose how to manage incoming calls, such as deciding whether to accept or reject calls based on certain criteria. With call screening, users can hear the caller's name or other identifying information before deciding to answer, providing a level of control and customization over their call experience. This is particularly useful for avoiding unwanted calls or prioritizing important ones. Call forwarding redirects incoming calls to another number, but it does not give the user a chance to assess incoming calls before the call is routed away. Call blocking prevents calls from specific numbers but does not provide options for handling valid incoming calls. Call waiting alerts a user about an incoming call while they are already on another call, but it also does not allow customization in terms of managing calls as effectively as call screening does.

5. What type of support does Cisco offer to Webex Calling users?

A. Only online chat support

B. Technical support including documentation and customer services

C. Support through third-party providers

D. No support is provided

Cisco offers a robust level of support for Webex Calling users, which includes comprehensive technical support, extensive documentation, and dedicated customer services. This multi-faceted support system is designed to assist users in effectively utilizing the platform, troubleshooting issues, and enhancing their overall experience with the service. The documentation provided is particularly valuable, covering everything from setup and configuration to advanced troubleshooting and best practices. This empowers users to find solutions independently when appropriate. Additionally, Cisco's customer service includes direct access to qualified support representatives who can provide tailored assistance based on the specific needs of the users. This combination of tools and resources aligns with Cisco's commitment to ensuring that users have the support necessary to fully leverage Webex Calling for their communication and collaboration needs.

6. When should you open a Webex Calling TAC case?

A. When I have exhausted Tier 1 support.

B. When I find documentation discrepancies and errors

C. When I have a calling issue I cannot resolve.

D. All of the answers are correct

Opening a Webex Calling TAC case is appropriate in several situations, making the comprehensive answer the most suitable choice. When you have exhausted Tier 1 support, it indicates that you have already attempted initial troubleshooting steps and found that your issue cannot be resolved at that level. This progression is essential because TAC (Technical Assistance Center) support is designed to handle more complex problems that require deeper technical expertise. Additionally, identifying documentation discrepancies and errors is a valid reason to open a TAC case. Documentation is crucial for user guidance and can significantly impact the overall user experience. By reporting inconsistencies, you help ensure that resources remain accurate and reliable for all users. Furthermore, if you encounter a calling issue that persists despite your efforts to resolve it, engaging TAC support is warranted. Their expertise can provide insights and solutions for challenging problems that may not be readily apparent. Therefore, choosing to open a TAC case in any of these scenarios is aligned with best practices for support in complex systems like Webex Calling. Each situation reflects a commitment to addressing issues effectively, ensuring that users can rely on the support needed to maintain system functionality.

7. What type of analytics does Webex Calling provide to users and administrators?

- A. Social media engagement metrics**
- B. Call quality metrics and performance reports**
- C. Competitive pricing analysis**
- D. Hardware performance statistics**

Webex Calling provides call quality metrics and performance reports, which are essential for both users and administrators to monitor and assess the effectiveness of their communication solutions. These analytics include data on call quality factors such as latency, jitter, and packet loss, enabling users to identify and address potential issues that may affect their communication experience. By analyzing performance reports, administrators can gain insights into usage patterns, identify peaks in call traffic, and optimize the infrastructure to improve service delivery. This data-driven approach helps organizations refine their communication strategies and maintain a high level of reliability in their calling services. The other options do not align with the core functionalities of Webex Calling; for instance, social media engagement metrics and competitive pricing analysis are unrelated to voice communication technology, while hardware performance statistics typically fall outside the scope of call analytics provided by Webex Calling.

8. What aspect of the Webex Calling service is monitored using analytics tools?

- A. User interface design**
- B. Employee training effectiveness**
- C. System performance and application usage**
- D. Marketing campaign success**

The monitoring of system performance and application usage is a critical aspect of the Webex Calling service that utilizes analytics tools. These tools provide insights into various metrics, such as call quality, connection stability, user engagement, and the overall performance of the system. By analyzing these metrics, organizations can identify issues, optimize service performance, and ensure a reliable communication experience for users. In this context, monitoring system performance helps in understanding how well the technology is functioning, identifying potential bottlenecks, and making necessary adjustments to improve service delivery. Additionally, tracking application usage allows organizations to gauge adoption rates and understand how features are being utilized by employees, which can inform future updates or training needs. While other options, such as user interface design, employee training effectiveness, and marketing campaign success are important considerations for a business, they do not specifically pertain to the monitoring capabilities provided by analytics tools in the context of Webex Calling. Therefore, the focus on system performance and application usage aligns perfectly with the role of analytics tools in enhancing the overall functionality and user experience of the service.

9. What licenses are available in Flex 3.0 for Webex Calling?

- A. Standard, Professional and Enhanced Area
- B. Enhanced and Premium
- C. Professional and Enhanced**
- D. Professional, Basic Area and Enhanced

The correct response indicates that in the Flex 3.0 licensing model for Webex Calling, the options available include Professional and Enhanced licenses. The Professional license generally provides users with a comprehensive feature set that includes advanced functionality tailored for businesses that require robust communication capabilities. This may encompass features such as advanced calling functionalities, integration with other applications, and enhanced support options. The Enhanced license typically serves users who need additional capabilities over the Basic offerings, including more sophisticated management tools and features that improve both user experience and administrative oversight. In contrast, the other options don't accurately reflect the licensing structure of Flex 3.0 as defined by Cisco for Webex Calling. They either include licenses that may not exist in the current Flex 3.0 model or misrepresent the combinations of available options. Understanding the specific licenses plays a crucial role in aligning business needs with the appropriate level of service and features, emphasizing the importance of selecting the Professional and Enhanced licenses in this context.

10. True or False: The Webex Calling Infrastructure is geo-redundant.

- A. True
- B. False**
- C. Not applicable
- D. Depends on the configuration

The statement about the Webex Calling Infrastructure being geo-redundant is indeed true, as geo-redundancy is a standard practice for cloud-based communication services to ensure reliability and availability. Geo-redundancy means that the infrastructure is replicated across multiple geographic locations, which helps maintain service continuity in the event of a localized failure or outage. This redundancy supports high availability and disaster recovery mechanisms, which are especially important for communication services that businesses depend on for daily operations. In the case of Webex Calling, the infrastructure is designed to automatically reroute calls and services to contingency systems in different data centers, ensuring minimal disruption. Understanding this concept is crucial for maintaining service reliability and knowing that the service provider has measures in place to safeguard against potential service interruptions. Thus, saying that the infrastructure is not geo-redundant is not accurate, as it contradicts best practices for ensuring resilience in cloud-based services.