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Exam : **000-N19**

Title : IBM SmartCloud for Social Business Technical Sales Mastery Test v3

Version : Demo

1.Sarah's SmartCloud for Social Business account was enabled with Skype integration by her Administrator. What is a requirement to access this SmartCloud for Social Business Integrated Application?
A. The Skype client is required.
B. The SkypeOut setting must be enabled within SmartCloud for Social Business for calling other Skype users.
C. This is an integrated application, therefore, the Skype client is not required.
D. Her Administrator must also enable VoIP to connect with SmartCloud for Social Business contacts.
Answer: A

2.Carl wants his customer to experience SmartCloud for Social Business but the customer does not have an account. What must Carl do to provide access to SmartCloud for Social Business for his customer.?
A. Carl can assign the customer a guest account with a temporary password for 30 days.
B. Carl can provide the customer with a SmartCloud Connections profile that enables creation of temporary account for 60 days.
C. Carl can invite the customer through SmartCloud for Social Business which will send a link for his customer to join as a guest user.
D. There is nothing Carl can do without creating a SmartCloud for Social Business account for the customer within Carl's SmartCloud company organization.
Answer: C

3.What level (if any) of anti-spam and anti-virus protection is available to SmartCloud iNotes users?
A. Anti-spam and anti-virus protection is available for Administrators to provide scheduled scans for viruses and spam.
B. The user must purchase his/her own spam and virus protector because SmartCloud for Social Business is in the cloud.
C. Full anti-spam and anti-virus services are included with SmartCloud for Social Business.
D. Basic protection is included and advanced protection with additional end user configuration options are available.
Answer: C

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What are the default settings for newly created Communities?
A. All new Communities will be created with the Files widget to upload and share files with the community.
B. All new Communities will have customized templates to create sub-communities.
C. All new Communities will be created with the Bookmarks widget to share links with the community.
D. Communities do not have default settings and the owner must create the settings.
Answer: A

5.Taylor, a paid subscriber to SmartCloud Meetings, would like to host a meeting with a customer who does not have an account. How would Taylor invite his customer to join?
A. Taylor's customer could not participate in the meeting since the customer is a guest. Taylor could record the meeting and send a link to the video recording.
B. Taylor could share his meeting URL containing the meeting ID and when the customer clicked the URL

link, the customer would be prompted to register. Once the customer has registered, they can participate in the meeting.
C. Taylor could share his meeting URL containing the meeting ID or ask his customer to visit the SmartCloud for Social Business website to enter the meeting ID and their name in order to join.
D. Taylor would have to pay an additional cost for a guest to be registered. Once registration is complete, the customer can join the meeting by visiting the SmartCloud for Social Business website, authenticating with their credentials and entering the meeting ID to join.
Answer: C