Cisco SaaS Conferencing and EIM Resale ATP for the TS Exam (650-305)

Exam Description: The 650-305 *Cisco SaaS Conferencing and Enterprise Instant Messaging Resale Authorized Technology Provider for the TS* (PASCERTS) 650-305 exam is a 90-minute test with 65–75 questions and is intended for individuals involved in the design of collaboration architecture and solutions. This exam tests the candidate's understanding of Cisco WebEx web collaboration solutions that are delivered as SaaS and how to support these solutions.

The following topics are general guidelines for the content that is likely to be included on the exam. However, other related topics may also appear on any specific instance of the exam. To better reflect the contents of the exam and for clarity purposes, these guidelines may change at any time without notice.

46% 1.0 Cisco WebEx Conferencing Support
  1.1 Exploring the Cisco WebEx conferencing and support issues for conferencing
  1.2 Exploring an overview of Cisco WebEx Meeting Center so that you are able to support this solution
  1.3 Examining the other Cisco WebEx conferencing types
  1.4 Examining Cisco WebEx conferencing installation and productivity tools
  1.5 Exploring how to support Cisco WebEx Conferencing in more detail
  1.6 Examining utilities that are useful in supporting Cisco WebEx conferencing
  1.7 Exploring how to support API-related issues

22% 2.0 Using and Integrating EIM
  2.1 Exploring how to use Cisco WebEx Connect and how to integrate its features with other solutions
  2.2 Examining EIM integrations and how to support EIM
  2.3 Exploring how to administer and configure EIM

10% 3.0 Conferencing and EIM Administration
  3.1 Examining how to administer Cisco WebEx conferencing and EIM in order to support the customer

12% 4.0 Escalation of Support Issues
  4.1 Examining the requirements for escalating WebEx issues

10% 5.0 Additional Resources for Technical Support
  5.1 Examining additional resources for supporting Cisco WebEx Conferencing and EIM