



810-403 exam practice test

Selling Business Outcomes

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1.Which two questions are used during high level outcome selling? (Choose two.)

- A.What are the technical restrictions of business?
- B.How is progress vs. outcomes measured?
- C.How does talent architecture influence the definition of business outcomes?
- D.How are the goals of top executives achieved?
- E.What capabilities are needed to achieve the outcomes?

Answer: B E

2.When selling business outcomes, which two options are key points/ factors related to what the customer wants to achieve must be considered? (Choose two.)

- A.What the business priorities and strategies are.
- B.What the Critical Set of Factors and Key Performance Indicators are.
- C.What the mindset of customers is.
- D.What the business priorities and goals are.
- E.What the Critical Success Factors and Key Performance Indicators are.

Answer: D E

3.When selling business outcomes, which two key points/ factors related to understanding actual achievement of goals must be considered? (Choose two.)

- A.specific timeframe and periods
- B.communicational procedures
- C.metrics and calculation procedures
- D.project management milestones

Answer: A C

4.According to Cisco and related to customers, which is the one and only outstanding reason and justification for business outcome-based sales approach?

- A.Executives are interested in satisfying customers' needs and requirements.
- B.Managers and supervisors are committed to close the quality of service gap.
- C.Stakeholders are interested in being considered when developing and assessing business outcomes.
- D.Customers are interested in solutions and services that result in measurable outcomes.

Answer:D

5.When shifting to business outcomes, which two of these relevant considerations and premises must be taken into account? (Choose two.)

- A.Customers want to benefit from new, more flexible consumption models.
- B.Technology is acquiring more importance.
- C.Businesses prefer time-to-market acceleration regardless the costs of their IT solutions.
- D.Business transformation dictates that CEOs and their teams become key partners.
- E.Customers want solutions that address specific outcomes.

Answer: A E

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