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QUESTION 1

Which service offering helps define the customer\\'s IT vision and strategy?

A. Support

B. Advisory

C. Optimization

D. Training

Correct Answer: B

QUESTION 2

Which is the first step in a solutions-led sales approach?

A. present quote to customer

B. examine previous purchases

C. identify the latest technology release

D. understand the customer\\'s objectives

Correct Answer: C

QUESTION 3

Customer A purchased a one-year WebEx contract of 100 seats at $10 per seat. Customer B purchases a three-year WebEx contract of 100 seats at $10 per seat.

What is the annual recurring revenue (ARR) for each?

A. $1000 and $3000

B. $1100 and $3300

C. $1000 and $1000

D. $3000 and $3000

Correct Answer: C

QUESTION 4

Which service offering assists the customer in preparing for emerging industry trends?

A. Training

B. Trending Technical

C. Advisory

D. Managed

Correct Answer: B

QUESTION 5

Which steps to develop a renewal quote are valid?

A. Identify the barriers to adoption, Ensure the customers is using the solution, Work with the Account Manager to create a Quote.

B. Identify the Item store new, Verify the Discounts, Confirm the Shipping address, Verify the Billing entity.

C. Ask the customer for Renewal data, Evaluate new requirement, Quote new services.

D. Position the new technology, create a Quote, Order the Quote.

Correct Answer: C

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