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QUESTION 1

You need to calculate the key benefit for the Contoso sales team. What should you calculate?

A. Average revenue per hour per full-time equivalent (FTE) times the number of hours saved

B. Estimated revenue per customer times the number of new customers

C. Loaded hourly cost per full-time equivalent (FTE) times the number of hours saved

D. Value of sales teams reduced attrition rate

Correct Answer: A

QUESTION 2

You need to recommend changes to the Contoso sales business process to increase the revenue generated by the sales team. Which business process change should you recommend?

A. Integrate App1 and the current desktop applications.

B. Centralize all sales initiatives through the main office.

C. Remove App1 and have sales employees use Outlook, Excel, and Word to manage accounts.

D. Limit the use of App1 to inside sales personnel and provide outside sales personnel more direct customer contact time.

Correct Answer: A

QUESTION 3

The Phone Company is considering adopting SharePoint Server to help facilitate the CV request and update process for sales proposals. You need to identify which outcome the proposed solution is least likely to cause. Which outcome should you identify?

A. Reduced cycle time for sales

B. Higher sales due to a freeing up of Sales Representatives time

C. Standardization of CV terms for easy communication to customers

D. Improved utilization through better matching of Analyst and opportunity

Correct Answer: C

QUESTION 4

You need to recommend business process changes to reduce the amount of time that it takes for sales to obtain CVs. What should you recommend?

A. Create a workflow between Sales Representatives and Analysts by using request forms.

B. Integrate CRMApp, CPoint, and ERPApp to obtain the names of the appropriate Analysts.

C. Create a CV database that has a workflow which forces analysts to periodically update their CV information.

D. Create a workflow between Sales Representatives and Professional Services Managers by using request forms.

Correct Answer: D

QUESTION 5

The recommended proposal development process requires an initial investment of $180,000 and annual operational costs of $20,000. You need to identify how much annual revenue must be generated to achieve a complete return on investment in three years. Which amount should you identify?

A. $60,000

B. $80,000

C. $200,000

D. $240,000

Correct Answer: B

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