810-401^{Q&As}

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Selling Business Outcomes

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QUESTION 1

Which two elements must you consider when you propose technology solutions? (Choose two.)

A. cross-functional service offerings

B. the current and future state of technology of the customer

C. cloud services

D. emerging technology platforms

E. relevance to business outcomes

Correct Answer: BE

QUESTION 2

Which two options are part of customer relationship management? (Choose two.)

A. Developing market research.

B. Moving the customer towards positive decisions about IT investments and initiatives

C. Classifying customer segments.

D. Identifying key stakeholders.

Correct Answer: BD

QUESTION 3

Which element is recommended to align solutions and services to the customer business?

A. key performance indicator

B. total cost of ownership
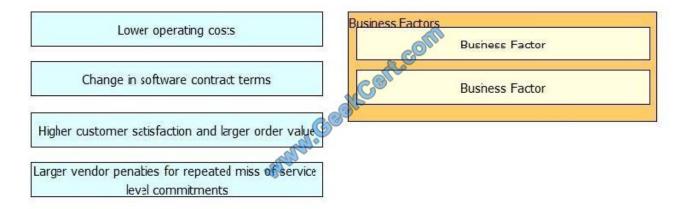
C. goals and objectives

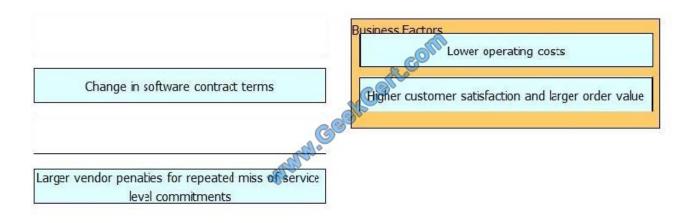D. critical success factor

Correct Answer: D

QUESTION 4

DRAG DROP

Select and Place:

Lower operating costs

Change in software contract terms

Higher customer satisfaction and larger order value

Larger vendor penalties for repeated miss of service level commitments

Business Factors

Business Factor

Business Factor

Correct Answer:

Change in software contract terms

Larger vendor penalties for repeated miss of service level commitments

Business Factors

Lower operating costs

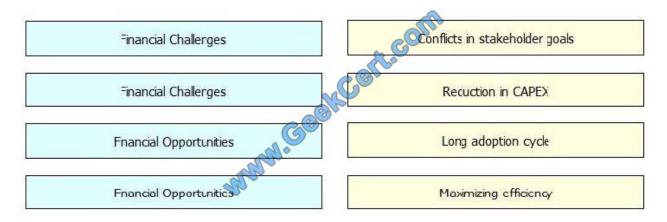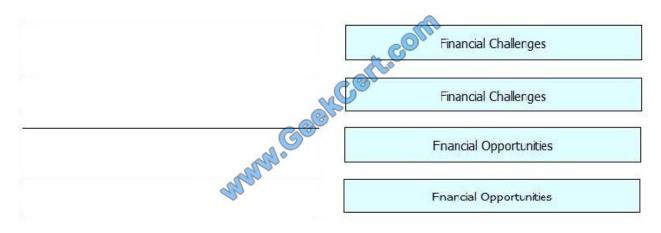| Higher customer satisfaction and larger order value |
|---|

QUESTION 5

Drag and drop the type of business case on the left to the business driver on the right.

Select and Place:

Drag and drop the type of business case on the left to the business driver on the right.

Financial Challerges	Conflicts in stakeholder goals
Financial Challerges	Reduction in CAPEX
Fnancial Opportunities	Long adoption cycle
Fnancial Opportunities	Maximizing efficiency

Correct Answer:

Drag and drop the type of business case on the left to the business driver on the right.

	Financial Challerges
	Financial Challerges
	Fnancial Opportunities
	Fnancial Opportunities

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