



820-421^{Q&As}

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QUESTION 1

Which is an example of solution benefits described in business terms?

- A. A network upgrade can reduce outages by 10-15%
- B. By using remote experts during selling, the customer can add \$10M to quarterly revenue
- C. IT staff can be redeployed to projects delayed due to resource constraints
- D. A new security policy can reduce risk of a cyber attack on the company's network infrastructure

Correct Answer: B

QUESTION 2

Which option will establish credibility with a customer executive?

- A. Ask informational questions about industry trends
- B. Talk a lot about your products new features
- C. Describe the benefits of Cisco's approach to customer support
- D. Demonstrate awareness and interest in the company's priorities and published financials

Correct Answer: D

QUESTION 3

Why would an investment analyst report be a good source of company information?

- A. It may give you an inside track on internal management relationships
- B. You will find company-endorsed estimates of product level sales growth
- C. It can complement company-published data and give you insight for discovery
- D. This will report the customer's actual IT expenditures for hardware, software, services

Correct Answer: C

QUESTION 4

Which command will enable a SCEP interface when you are configuring a Cisco router to be a certificate server?

- A. scep enable (under interface configuration mode)
- B. crypto pki scep enable



C. grant auto

D. ip http server

Correct Answer: D

QUESTION 5

Which piece of data should give you insight into a top executive stakeholder's business priorities?

A. The number of people in their organization

B. List of programs for which the executive sits on a steering committee

C. Background on the executive's vacation interests

D. Names of system integration firms on the company's pre-authorized vendor list

Correct Answer: B

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