



820-605^{Q&As}

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QUESTION 1

Which two adoption outcomes are renewal indicators? (Choose two)

- A. customer testimonial
- B. solution discount
- C. payment schedule
- D. optimized services
- E. training attendance

Correct Answer: AC

QUESTION 2

Which two steps in the customer lifecycle approach are owned by the sales and marketing team? (Choose two)

- A. Deployment
- B. Adoption
- C. Awareness
- D. Evaluation
- E. Experience

Correct Answer: CD

QUESTION 3

On which two objectives should communication with customer executives focus? (Choose two)

- A. return on investment
- B. new sales
- C. product improvement
- D. user training
- E. time to value

Correct Answer: AE



QUESTION 4

What are two examples of expand opportunities? (Choose two.)

- A. providing solution optimization services
- B. adding headcount to manage solution by the customer
- C. training on existing features
- D. hosting an executive review
- E. increasing license count

Correct Answer: AE

QUESTION 5

The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the company's success? (Choose two.)

- A. risk management
- B. credibility
- C. business growth
- D. cost efficiency
- E. sustainability

Correct Answer: BC

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