



# 840-423<sup>Q&As</sup>

Executing Cisco Advanced Business Value Analysis and Design Techniques





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#### QUESTION 1

Which option explains how a manager's viewpoint can be confirmed?

- A. by validating with the manager's boss
- B. by running a group session
- C. by asking the manager for evidence
- D. by restating the manager's view and asking if you understood correctly

Correct Answer: D

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#### QUESTION 2

Which statement describes the recommended level of detail for analysis when you first identify Cisco Architectures and Smart Solutions that could meet business needs?

- A. A fine level of detail, to provide the most information for benefits determination.
- B. A high level, with focus on the major architectural or Smart Solution elements that provide significant benefit.
- C. A high level for architectures and low level of detail for Smart Solutions.
- D. There is no recommended level of detail. Do the analysis as based on the skills and knowledge of the account team.

Correct Answer: B

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#### QUESTION 3

Which action is a recommended way to capture concerns about benefits?

- A. Ask people their opinion in a large group meeting.
- B. Conduct a focus group with people who are close to the plan and who know the business area.
- C. Watch a user who is trying to do her job.
- D. Include a question in the company employee satisfaction survey.

Correct Answer: B

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#### QUESTION 4

Which option is a benefit of communicating a solution in business terms?

- A. The customer is more likely to invest because Cisco or the Partner is committing to a specific level of financial benefit.



- B. The customer IT executive can better identify how the solution affects their headcount for problem resolution.
- C. The customer's business and IT personnel can have improved dialogue about the solution, its impact, and options for deployment.
- D. The lead customer business stakeholder is given a detailed explanation about the value of most advanced technologies.

Correct Answer: C

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#### QUESTION 5

Which option is a nonfinancial impact?

- A. number of new sales wins due to improved collaboration
- B. percentage reduction in attrition (resignations) among customer service reps due to improved tools
- C. retirement of servers previously used for capacity spikes
- D. improved brand image and reputation, as reflected in an informal set of interviews by someone writing an industry blog

Correct Answer: D

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