

Exam Questions 810-403

OUTCOMES Selling Business Outcomes

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- 1.In a cloud implementation scenario, what does the sales professional must take into consideration regarding the revenue of a business outcomes selling?
- A. Revenue from this model could increase in 25%.
- B. Revenue from this model is immediate.
- C. Revenue from this model is realized over a longer period of time.
- D. Revenue from this model is three times bigger than in the traditional product selling.

Answer: C

- 2. Related to business outcomes, why are customers looking for Cisco and its Partners\' solutions and services?
- A. Toexplore how technology innovation yields new revenue, lower costs, or reduce risk in more detail
- B. To help make a retailer aware of a restocking need while relying on a human interaction faster
- C. To help them more quickly or effectively deploy, absorb, and adopt technologies in which they make investments
- D. To allow customers to complete a marketing research as part of their investment funds

Answer: C

- 3. What is the benefit of understanding stakeholder interests?
- A. Understanding stakeholder interest helps sales people present solutions in the right business or technical language and context.
- B. Aligning the message to the audience requires an understanding of stakeholders\' audience goals and ensure a good business proposition.
- C. Matching business needs to outcomes helps sales people present solutions in the right business or technical language and context.
- D. Aligning business goals and technical goals ensure sales people present solutions in the right business or technical language and context.

Answer: A

- 4. Which are the four types of requirements for aligning outcomes to business needs?
- A. Business, Functional, Strategic, Tactical
- B. Strategic, Tactical, Operational, Procedural
- C. Functional, Operational, Administrative, Strategic
- D. Business, Technical, Functional, Transitional

Answer: D

- 5. Which two options are examples of Key Performance Indicators? (Choose two.)
- A. Percentage of job offers accepted
- B. Perception level of satisfaction of customers
- C. Quantity of new organizational goals
- D. Revenue growth versus industry benchmark

Answer: A,D

- 6. KPIs are quantitative measurement of progress against the tactical goals of an organization. Which are three characteristics of KPIs? (Choose three.)
- A. KPIs must be strategic and tactical in nature
- B. KPIs can be financial, managerial, or operational
- C. KPIs measure progress against goals
- D. KPIs are set according to priorities: magnitude and urgency
- E. KPIs define what needs to happen to achieve desired results in the time, budget, and level of expected quality

Answer: A,C,D



- 7. Which two options are financial considerations related to determining business outcomes? (Choose two.)
- A. Capital Expenditures, Operating Expenses.
- B. Internal Return Rate, Discount Rate.
- C. Payback, Chargeback.
- D. Capital Expenditures, Working Capital.
- E. Chargeback, Showback.

Answer: A,E

- 8. When selling outcomes, which three knowledge areas should sales professionals develop? (Choose three.)
- A. Portfolio selling
- B. Emerging technology trends
- C. Stakeholder management
- D. Sales enablement
- E. Customer advocacy
- F. Cisco partner ecosystem portfolio

Answer: B,C,D

- 9. Emerging trends in technology are impacting business outcomes with respect to optimization and innovation. Which are the big four emerging trends?
- A. Cloud, Industry Issues, Consumerization, IT Appliances
- B. Cloud, Mobility, Activity-Based Working, Security
- C. Cloud, Social Media, Software-Defined Networking, Big Data
- D. Cloud, Mobility, Analytics, Social Media

Answer: D

- 10. Which options are two benefits of understanding the customer\'s business model? (Choose two.)
- A. Understanding the customer\'s business model changes the way you interact with your customer.
- B. Understanding the customer\'s business model provides control and assessment of project challenges.
- C. Understanding the customer\'s business model helps track progress through outcomes.
- D. Understanding the customer\'s business model is used to address the sales force mindset.

Answer: A,C



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