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QUESTION 1

You need to recommend a solution to close the primary technology gap inherent in the Contoso sales process. What should you recommend?

- A. Deploy Office 2007 to all sales employees.
- B. Move the current App1 customer contact data to Outlook.
- C. Move the current Outlook customer contact data to the App1 database.
- D. Build a new, custom frontend for App1 that merges multiple data screens.

Correct Answer: A

QUESTION 2

You need to calculate the key benefit for the Contoso sales team. What should you calculate?

- A. Average revenue per hour per full-time equivalent (FTE) times the number of hours saved
- B. Estimated revenue per customer times the number of new customers
- C. Loaded hourly cost per full-time equivalent (FTE) times the number of hours saved
- D. Value of sales teams reduced attrition rate

Correct Answer: A

QUESTION 3

You need to recommend changes to the Contoso sales business process to increase the revenue generated by the sales team. Which business process change should you recommend?

- A. Integrate App1 and the current desktop applications.
- B. Centralize all sales initiatives through the main office.
- C. Remove App1 and have sales employees use Outlook, Excel, and Word to manage accounts.
- D. Limit the use of App1 to inside sales personnel and provide outside sales personnel more direct customer contact time.

Correct Answer: A



QUESTION 4

You are evaluating a Microsoft Office SharePoint Server 2007 solution that reduces the amount of time required to draft proposals for A. Datum. You plan to create an adoption and implementation plan for the proposed solution. You need to identify the most likely complication to the proposed solution. Which complication should you identify?

- A. End-user behavior change
- B. Regional management resistance
- C. Sensitive proposal costing data security
- D. Technical feasibility

Correct Answer: A

QUESTION 5

You need to choose a high-level value proposition statement for the executive management of the Professional Services department. The statement must describe the near-term improved future state for the CV request and update process. Which statement should you choose?

- A. By using eForm templates, shared documents, automated notifications, and workflows, CVs can be obtained in 75 percent less time than the current process.
- B. By using templates, predefined workflow, and shared document repositories, IT can create a frontend for ERPApp, lowering deployment costs throughout the organization.
- C. By using templates and workflow, CVs can be searched, updated, and matched to the appropriate opportunity, creating increased utilization and improved resource management.
- D. By using templates and predefined workflow, sales can be increased by freeing up Sales Representatives time, and customer satisfaction can be improved by better matching resources and opportunities.

Correct Answer: C



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