

810-403^{Q&As}

Selling Business Outcomes

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QUESTION 1

CSFs define what an organization should be good at. Which two options are characteristics of CSFs? (Choose two.)

- A. CSFs are quantitative in nature and focus stakeholder relationships
- B. CSFs describe an element that is needed by an organization or project to reach its goal
- C. CSFs help link business initiatives or processes with selling, designing, developing, and adopting solutions and services
- D. CSFs should receive special and continual attention from management in order to help the organization be effective

Correct Answer: BD

Section: (none)

QUESTION 2

Which two options comprise information you need to achieve a successful outcome-based sales?

(Choose two.)

- A. How stakeholders receive information and what information they want to receive.
- B. What information is communicated to stakeholders in a timely fashion.
- C. The stakeholder influencers, decision makers, and participating individuals throughout the process.
- D. The degree of affinity stakeholders have related to risk.

Correct Answer: AC

QUESTION 3

When shifting to business outcomes, which two of these relevant considerations and premises must be taken into account? (Choose two.)

- A. Customers want to benefit from new, more flexible consumption models.
- B. Technology is acquiring more importance.
- C. Businesses prefer time-to-market acceleration regardless the costs of their IT solutions.
- D. Business transformation dictates that CEOs and their teams become key partners.
- E. Customers want solutions that address specific outcomes.

Correct Answer: AE

er: A

Section: (none)

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QUESTION 4

Which option is the main benefit of the Internet of Everything?

- A. makes better use of legacy investments
- B. brings improvements to businesses and people
- C. discrete focus on top industries health and finance
- D. compensates for errors in business process design

Correct Answer: B

Section: (none)

QUESTION 5

Which option must be understood before identifying business outcome opportunities?

- A. organization chart
- B. decision-making process
- C. current technology plan
- D. customer value proposition

Correct Answer: D

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