



# 820-424<sup>Q&As</sup>

Selling Business Outcomes Specialists

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#### QUESTION 1

Which is the Cisco recommended technique for verifying the 'as-is' state of the business?

- A. Discussing the Business Model Canvas
- B. Presenting the root cause analysis of a customer problem
- C. Modeling high volume parts of the customer's business process
- D. Using "The five whys" questioning approach

Correct Answer: A

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#### QUESTION 2

What two key factors should you consider when determining business objectives and desired outcomes? (Choose two.)

- A. Business priorities and goals
- B. Cisco architectures and smart solutions
- C. Cisco validated designs
- D. Critical success factors and key performance indicators
- E. Cisco and partner professional services offerings

Correct Answer: AD

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#### QUESTION 3

Which two options are reasons for a customer to select an X-as-a-service consumption model over on-premise cloud implementation? (Choose two.)

- A. increased self reliance on internal capabilities
- B. increased flexibility and agility
- C. reduced operational expenditure requirements
- D. reduced capital expenditure requirements

Correct Answer: CD

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#### QUESTION 4

Which option is a business benefit that maybe realized from the implementation of a business outcomes-focused technology intervention?



- A. Increased proportion of services that is delivered in the cloud
- B. reduced time to market for new products
- C. reduced technology management overhead
- D. reduced number of servers that are required in the data

Correct Answer: C

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#### QUESTION 5

Which is true regarding mapping solutions and capabilities?

- A. You should prioritize those capabilities for which Cisco has the biggest competitive advantage over other IT firms.
- B. You should focus your time and the customer's attention on a few capabilities that make a strong impact.
- C. You should ask the customer's IT leader to identify which capabilities they need more details about in order to plan installation activities.
- D. You should allocate your project efforts so you can promote the highest number of solution features in a recommendation to the customer.

Correct Answer: B

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