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QUESTION 1

Which option is the recommended approach to gain access to additional key stakeholders within the customer organization?

- A. Approach the stakeholder through their gatekeeper
- B. Approach the stakeholder direct
- C. External referral from a C level executive
- D. Internal referral from an existing contact

Correct Answer: D

QUESTION 2

Which two reflect buy-in to an implementation approach? (Choose two.)

- A. Customer commitment to move forward
- B. Agreement on basics of solutions
- C. The company was able to retire old equipment earlier than expected.
- D. Selections identified for configuring components

Correct Answer: AB

QUESTION 3

Which of the following is a key step in creating an implementation roadmap and gaining customer buy-in for it?

- A. Developing a roadmap executive summary
- B. Proving technical capability against business requirements
- C. Validating the roadmap and all assumptions with the customer
- D. Including an indexed glossary of all technical terminology

Correct Answer: C

QUESTION 4

Which two options describe the customer in an outcome-driven sales engagement? (Choose two.)

- A. Knows issue and desired outcome



- B. Aware of opportunities and problems that need to be solved
- C. Knows the value and benefits for change
- D. Is sensitive to price

Correct Answer: BC

QUESTION 5

Which two options are reasons for positioning a solution component early on within an implementation roadmap?
(Choose two.)

- A. Difficult to implement
- B. Generates cash quickly
- C. Has few or no dependencies
- D. Expensive to implement

Correct Answer: BC

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