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QUESTION 129 Which option describes what is used to measure progress against slated target goals? A. Return-on-Investment B. Key performance indicator C. Net-Present-Value D. Critical success factor Answer: B

QUESTION 130 Which option is an external force that act upon a business environment? A. readiness B. technology C. micro-economics D. key trends Answer: C

QUESTION 131 Which step of the Cisco 9 Step Sales Approach to Outcome-Based Selling is where a Memorandum of Understanding is agreed with the customer? A. Step 3 Customer Exposure B. Step 6 Offer and Accept C. Step 5 Identify and Design D. Step 4 Customer Discovery Answer: B

QUESTION 132 Which two roles must the sales professional fulfill? (Choose two.) A. Trusted Advisor B. Emotional Coach C. Best Friend D. Customer Champion Answer: AB

QUESTION 133 When two options are benefits of a Connected Manufacturing strategy? (Choose two.) A. large amounts of quantitative data for analysis B. ability to adapt the supply chain to changing markets C. integrated supply chain D. improved production efficiency and flexibility Answer: D

QUESTION 134 Which step of the Cisco 9 Step Sales Approach to Outcome-Based Selling is where the contract and SLAKPIs are agreed? A. Step 6 Offer and Accept B. Step 5 Identify and Design C. Step 4 Customer Discovery D. Step 7 Proof of Value Answer: D

QUESTION 135 Which option describes the win-time-frame which operational managers tend to think in terms of planning? A. 1 ?3 months B. 1 ?2 years C. 3 ?5 years D. 1 ?6 months Answer: B

QUESTION 136 What are the recommended three steps to mitigate or minimize risks? (Choose three.) A. Act B. Prepare C. Implement D. Prioritize E. Categorize Answer: BCE

QUESTION 137 Which option is an indirect finance benefit of the business outcomes safes-based approach? A. Improved customer satisfaction B. Reduced CAPEX and OPEX C. Reduced CAPEX and increased OPEX D. Increased NPV Answer: A

QUESTION 138 Which two options are types of external risks the customer faces? (Choose two.) A. Market B. Regulation C. Expenses D. Savings Answer: AB

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