



810-403^{Q&As}

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QUESTION 1

The customer mindset across verticals is changing as they become more aware of technology solutions and their influence on the organization. Which three options are characteristics of this customer mindset? (Choose three.)

- A. Perspective towards technology services and solutions is same across industry verticals
- B. Less loyal to a specific vendor due to technology as a commodity and availability of service solutions
- C. Expect providers to sell products and contracts
- D. Expect measurable value in terms of business outcomes
- E. Have a greater understanding of the competitive market and service and solution providers

Correct Answer: BDE

Section: (none)

QUESTION 2

How does an open plan volume licensing model works?

- A. It does not specify individual users, so any user can access the service.
- B. It provides the organization with an agreed number of users.
- C. The costs are directly related to usage, not quantity of users.
- D. The enterprise pays as it acquires services.

Correct Answer: D

Section: (none)

QUESTION 3

Which option is the outcome when comparing the current state of technology with the capabilities of emerging technologies?

- A. Identify gaps for upgrading Cisco products.
- B. Identify gaps that provide opportunities for new services and solutions.
- C. Identify new cloud-based technologies.
- D. Identify the new stakeholders.

Correct Answer: C

Section: (none)



QUESTION 4

Which option is a primary reason for using the Cisco Services Solution story with customers?

- A. to enhance the sales experience for an account manager
- B. to raise customer expectations possible outcomes from larger IT investments
- C. to help raise awareness of Cisco services relevancy, beyond break/fix support and/or deployment projects
- D. to provide a clear way to discuss services that all customers need

Correct Answer: C

QUESTION 5

Which categories can collaboration help achieve business goals for the customer?

- A. Innovation, Industries, Incentives.
- B. Line of Business, Vertical, Business Outcome.
- C. Industry markets, Business Outcome, Technology Innovation.
- D. Line of Business, Vertical, Business Value.

Correct Answer: D

Section: (none)

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