



820-421^{Q&As}

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QUESTION 1

Which reason would be appropriate to disqualify a solution from being included in your recommendations?

- A. The cost and benefits can only be estimated within a 20% range of accuracy
- B. The features for a new release of the solution's main product are not yet finalized
- C. The solution's core product will be discontinued before the customer's purchasing timeframe
- D. The solution includes new products which the customer previously did not have interest in purchasing

Correct Answer: C

QUESTION 2

When defining assumptions, you should do which of the following?

- A. Ensure that a customer IT manager agrees with your thoughts
- B. Ensure that each assumption about a business benefit clearly links to an IT capability
- C. Identify only those items which relate to the first phase of an implementation
- D. Identify the data or decisions which could raise the likelihood that the statement comes true

Correct Answer: D

QUESTION 3

When discovering requirements, which behavior is appropriate?

- A. End meetings earlier than planned to show a sense of urgency
- B. Avoid taking notes, since you can always return for a follow up
- C. Answer customer questions with details and numbers, to convince them you know what they need
- D. Actively listen to the customer's comments and effectively take notes

Correct Answer: D

QUESTION 4

Which option will establish credibility with a customer executive?

- A. Ask informational questions about industry trends
- B. Talk a lot about your products new features



C. Describe the benefits of Cisco's approach to customer support

D. Demonstrate awareness and interest in the company's priorities and published financials

Correct Answer: D

QUESTION 5

What is a business use case?

A. A way of lowering costs

B. A roadmap to introduce new technology

C. A list of exceptions to be tested

D. A high level process supporting a goal

Correct Answer: D

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