

## [March 2018 New Released Exam 810-403 PDF Free From the Lead2pass 231q

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QUESTION 11 Which two main things must you know about stakeholders to identify where they fall in a power grid? (Choose two.)  
A. role in company B. degree of influence C. size of budget D. purchasing power E. interest in results  
Answer: BE

QUESTION 12 What are the phases of the Seven Elements framework? A. Prepare, Plan, Design, Implement, Operate, Optimize.  
B. Past, Present, Future. C. Previous, Present, Posterior. D. Before, In Between, After.  
Answer: B

QUESTION 13 Which two questions are used during high level outcome selling? (Choose two.) A. What are the technical restrictions of business?  
B. How is progress vs. outcomes measured? C. How does talent architecture influence the definition of business outcomes?  
D. How are the goals of top executives achieved? E. What capabilities are needed to achieve the outcomes?  
Answer: BE

QUESTION 14 Which option must be understood before identifying business outcome opportunities? A. organization chart  
B. decision-making process C. current technology plan D. customer value proposition  
Answer: D

QUESTION 15 Which question provides the best information to use to define customer success factors? A. What services do you need?  
B. Which Cisco products best fit your goals? C. What tools are you looking for, to better measure your ROI?  
D. What are your business objectives for this project/initiative?  
Answer: D

QUESTION 16 Emerging trends in technology are impacting business outcomes with respect to optimization and innovation. Which are the big four emerging trends? A. Cloud, Industry Issues, Consumerization, IT Appliances  
B. Cloud, Mobility, Activity Based Working, Security C. Cloud, Social Media, Software Defined Networking, Big Data  
D. Cloud, Mobility, Analytics, Social Media  
Answer: D

QUESTION 17 What are two customer goals and objectives driven by their value proposition? (Choose two.) A. Bring digital value to customers, suppliers, partners (ease of doing business).  
B. Reduce the sales force and customer interaction. C. Transform the customer experience.  
D. Reduce Operating Expenses and increase Capital Expenditures.  
Answer: AC

QUESTION 18 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  
Answer: BDE

QUESTION 19 How could IT as a Service help drive business outcomes? A. By the fast technology acquisition options for the customers.  
B. Providing an organization with the right to use the technology and service without the need for purchasing it.  
C. Providing an organization with various options for the types of services to deploy.  
D. Depending upon what the business is seeking, each type of service has different financial implications for business outcomes.  
Answer: C

QUESTION 20 Which four options are components of the Seven Elements framework? (Choose four.) A. Commitment  
B. Relationship & Distribution C. Relationship & Communications D. Best Alternative  
E. Interests, Agenda & Normative  
F. Interests, Options & Legitimacy G. Alternatives, Opportunities & Legitimacy  
Answer: ACDF

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