

# 840-450<sup>Q&As</sup>

Mastering The Cisco Business Architecture Discipline (DTBAD)

# Pass Cisco 840-450 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/840-450.html

100% Passing Guarantee 100% Money Back Assurance

Following Questions and Answers are all new published by Cisco Official Exam Center

Instant Download After Purchase

100% Money Back Guarantee

- 😳 365 Days Free Update
- 800,000+ Satisfied Customers



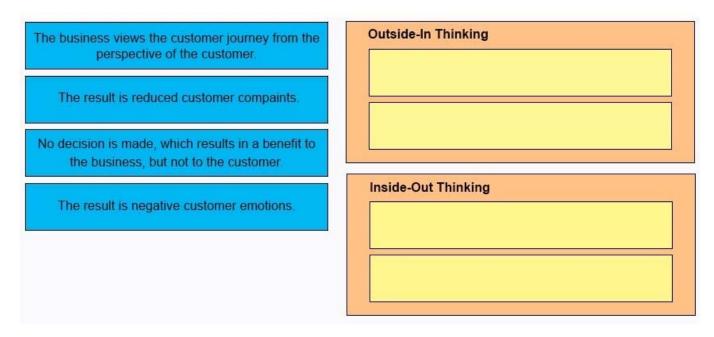


# **QUESTION 1**

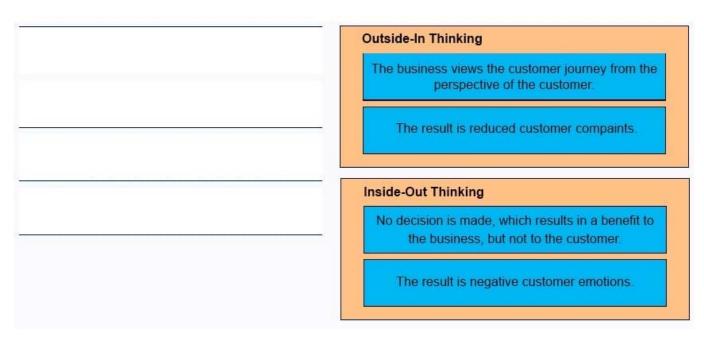
### DRAG DROP

Consider customer touchpoints and interactions. drag each description on the left to its correct category on the right.

Select and Place:



# Correct Answer:





# **QUESTION 2**

With regard to customer journey mapping, which factor has the greatest impact on how a customer feels about an organization?

- A. moments of truth
- B. low price guarantee
- C. best customer service
- D. ease of doing business

Correct Answer: C

#### **QUESTION 3**

An engagement at the business solutions maturity level addresses which customer Question:?

- A. How do I measure the business impact of technology investments?
- B. How do I transform my business capabilities?
- C. How do I facilitate innovation as a service by fast-tracking technology enablement?
- D. What are the benefits of a multidomain data center and collaboration architecture?

Correct Answer: B

#### **QUESTION 4**

#### DRAG DROP

You are developing a customer journey map. Drag and drop each customer touch point on the left to the correct touch point type on the right.

Select and Place:



Do not improve the customer experience	Outside-In
Improve internal efficiencies of known customer interaction pain points	
Are cost-cutting measures that negatively affect the customer expirience	
Maximize customer benefits instead of shareholder value	
Maximize shareholder returns instead of customer benefits	Inside-Out
Are cost measures that improve the customer experience	

#### Correct Answer:

Outside-In
Improve internal efficiencies of known customer interaction pain points
Maximize customer benefits instead of shareholde value
Are cost measures that improve the customer experience
Inside-Out
Do not improve the customer experience
Are cost-cutting measures that negatively affect the customer expirience
Maximize shareholder returns instead of customer benefits



# **QUESTION 5**

You are constructing the key resources view of the business model canvas. Which two business perspectives are supported? (Choose two.)

- A. key activities
- B. cost structure
- C. customer relationships
- D. distribution channels
- E. customer segments
- Correct Answer: AE

Reference: https://www.cleverism.com/key-resources-building-block-in-business-model-canvas/

840-450 VCE Dumps

840-450 Study Guide

840-450 Exam Questions