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Building Business Specialist Skills

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Topic 1, Business Context

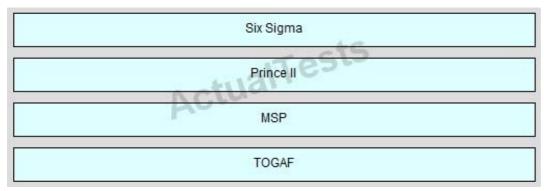
QUESTION NO: 1 DRAG DROP



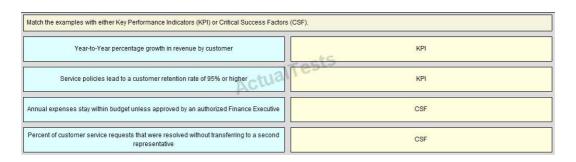
Answer:



Explanation:



QUESTION NO: 2 DRAG DROP



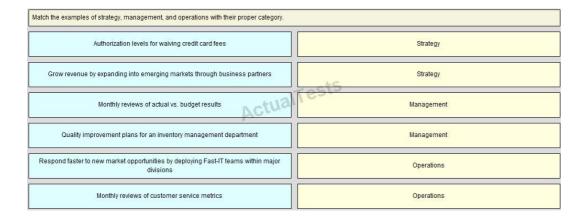
Answer:



Explanation:

Year-to-Year percentage growth in revenue by customer Percent of customer service requests that were resolved without transferring to a second representative Service policies lead to a customer retention rate of 95% or higher Annual expenses stay within budget unless approved by an authorized Finance Executive

QUESTION NO: 3 DRAG DROP



Answer:



Explanation:

| xpianation: | |
|---------------|---|
| Grow reven | ue by expanding into emerging markets through business partners |
| Respond faste | er to new market opportunities by deploying Fast-IT teams within major divisions |
| | Monthly reviews of actual vs. budget results |
| | Monthly reviews of customer service metrics |
| | Authorization levels for waiving credit card fees |
| Quality | improvement plans for an inventory management department |

QUESTION NO: 4

What two statements correctly describe vision or mission? (Choose two.)

- **A.** A mission is a statement of the purpose of a company.
- **B.** A vision is what a company wants to become in the mid-term or long-term future.
- **C.** A vision describes actions the organization will take to achieve specific goals.
- **D.** A mission identifies the company's planned investments to increase revenue.
- **E.** A vision is only used by for-profit companies.
- **F.** A mission is only used by public sector organizations.