

Creating Opportunity and Selling MidMarket Cisco Customer Collaboration (SCCX)

ID SCCX Preis CHF 1'150.– (exkl. MwSt.) Dauer 1 Tag

Zielgruppe

The workshop is intended for partner AMs in the Commercial and SMB segment who will be selling CCX and related solutions.

Voraussetzungen

A general understanding of Cisco Collaboration Solutions is preferable but not essential

Kursziele

As a result of having attended this course, AMs will:

- Have a clear understanding of the new selling behaviours needed to sell key collaboration solutions such as Contact Center Express
- Be able to successfully position and sell CCX in the context of a customer's needs and objectives.
- Understand the importance of a consultative outcome-based sales approach when selling CCX.
- Build a business case for a typical contact center customer from a chosen market sector.
- Successfully engage with critical buyers of contact center solutions and practice stakeholder engagement.
- Understand typical customer objections and know how to defeat them
- Successfully build a value proposition for key contact center buyers

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Weltweite Trainingscenter



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