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Cisco Customer Success Manager Sample Questions (Q127-Q132):

NEW QUESTION # 127

Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide direct and in-depth technical expertise upon customer request.
- B. Provide break-fix support for technical problems experienced or observed by the customer.
- C. Provide a detailed cost structure for the management team.
- D. Provide training content to address current and existing barriers.

Answer: D

NEW QUESTION # 128

What are two examples of leveraging data to identify a customer barrier? (choose two)

- A. evaluating feedback from the customer operations team
- B. reviewing installed base details
- C. consulting the health index
- D. providing training recommendations
- E. noting change in customer executive team

Answer: A,B

NEW QUESTION # 129

Which two elements are used to track and measure as key performance indicators? (Choose two.)

- A. learning
- B. lagging
- C. scoping
- D. strategizing
- E. leading

Answer: B,E

NEW QUESTION # 130

What is the customer success objective of a Quarterly Success Review?

- A. Align work effort to outcomes.
- B. Introduce new products and services.
- C. Create a success plan.
- D. Evaluate renewal contract.

Answer: C

NEW QUESTION # 131

Refer to the exhibit.

Which action must be taken by Customer Success Manager?

- A. Recommend expansion opportunities
- B. Review the financial index.
- C. Identify the adoption barriers.
- D. Develop a customer testimonial.

Answer: C

NEW QUESTION # 132

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