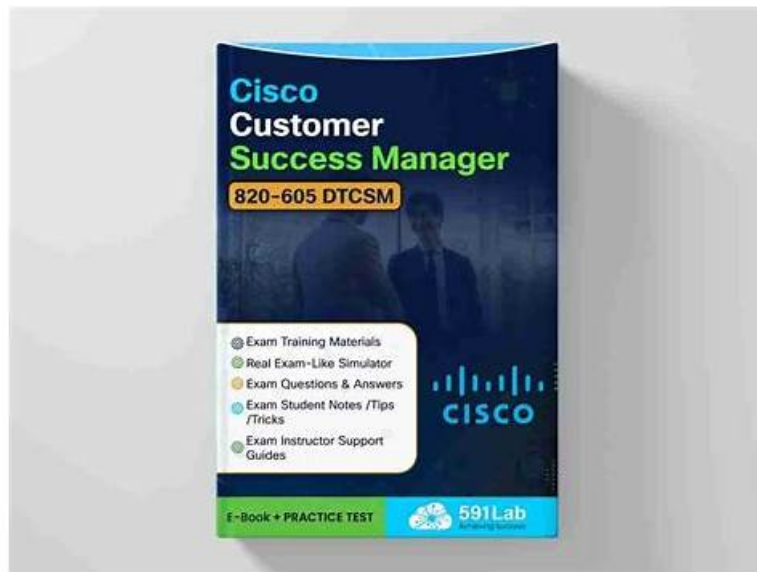


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Cisco Customer Success Manager Sample Questions (Q48-Q53):

NEW QUESTION # 48

Which two activities support Customer Success planning? (Choose two.)

- A. service ticket tracking
- B. quality control
- C. adoption barrier identification
- D. KPI tracking
- E. service delivery program management

Answer: C,D

Explanation:

Identifying barriers to adoption is crucial for developing strategies to overcome them and ensure successful implementation of the solution. Tracking Key Performance Indicators (KPIs) helps in measuring the success of the Customer Success planning and in making informed decisions.

NEW QUESTION # 49

Customer A has 120,000 employees and a meeting booking system that is 20 years old. It provides a personalized service that arranges all aspects of video conference meeting. This service includes 21 staff people globally. Customer A has invested in a video conferencing solution. Their desired outcome is to create a cost-savings, self-serve approach to achieve business innovation through face-to-face communications.

Which two main barriers to adoption does the customer face? (Choose two.)

- A. technical barrier
- B. product barrier
- C. cost barrier
- D. cultural barrier
- E. process barrier

Answer: D,E

Explanation:

Customer A faces cultural and process barriers to adoption. The cultural barrier arises from the employees' long-standing familiarity with the personalized service, which may make them resistant to a self-serve model. The process barrier is related to the established procedures and routines around the old meeting booking system, which employees may find challenging to change.

NEW QUESTION # 50

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.

□

Answer:

Explanation:

□

NEW QUESTION # 51

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used.

□

Answer:

Explanation:

□

NEW QUESTION # 52

What is a type of expansion opportunity?

- A. using latest release versions
- B. positive customer sentiment
- C. strong stakeholder communication
- D. additional user groups

Answer: B

NEW QUESTION # 53

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Nowadays the knowledge capabilities and mental labor are more valuable than the manual labor because knowledge can create

- [illegible]

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