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Cisco Customer Success Manager Sample Questions (Q107-Q112):

NEW QUESTION # 107

Which two outcomes are the primary goals when introducing the customer to Customer Success? (Choose two.)

- A. completion of customer training
- B. scheduling of Quarterly Success Review
- C. identification of customer business outcomes
- D. alignment of key stakeholders
- E. review of product roadmap

Answer: C,D

Explanation:

The primary goals when introducing the customer to Customer Success are B, the identification of customer business outcomes, and E, the alignment of key stakeholders. These outcomes ensure that the customer success efforts are aligned with the customer's

business objectives and that all relevant parties are engaged in the success plan1.

NEW QUESTION # 108

The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

- A. Examine solution pricing with the Renewals Manager.
- B. Review the original business case and reassess desired outcomes with the new leadership team.
- C. Evaluate the customer's expertise in managing the purchased solution.
- D. Create a new Health Index dashboard with the Sales team.
- E. Schedule Quarterly Business Review with the new leadership team.

Answer: B,E

NEW QUESTION # 109

Which definition of customer success is true?

- A. It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.
- B. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.
- C. It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.
- D. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.

Answer: B

NEW QUESTION # 110

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

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

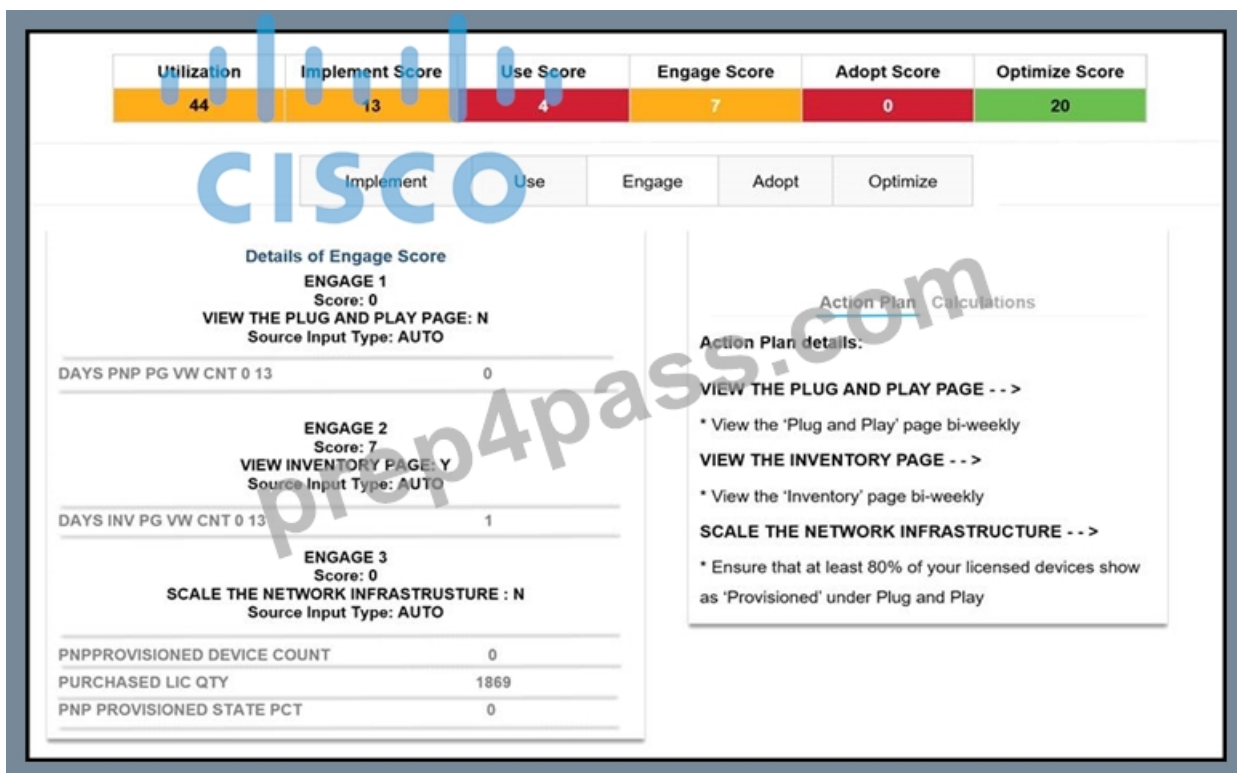
Answer: B,D

Explanation:

Lagging and leading elements are used to track and measure as key performance indicators (KPIs). Lagging indicators reflect past performance, while leading indicators predict future performance. Together, they provide a comprehensive view of an organization's progress towards its goals34.

NEW QUESTION # 111

Refer to the exhibit.



Which action must be taken by Customer Success Manager?

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

Answer: B

NEW QUESTION # 112

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