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## Cisco Customer Success Manager Sample Questions (Q142-Q147):

### NEW QUESTION # 142

What are two customer advantages of purchasing subscription licenses? (Choose two.)

- A. Software maintenance is offered through a separate contract.
- B. The customer can discontinue the subscription if value is not realized.
- C. It creates high aftermarket resale value.
- D. It provides the customer with a pay per use model.
- E. It enables software providers to control customer consumption.

Answer: B,D

### NEW QUESTION # 143

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

Answer: B,D

### NEW QUESTION # 144

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. process barrier
- C. cost barrier
- D. cultural barrier
- E. product barrier

Answer: B,D

### NEW QUESTION # 145

What is the best reason for documenting your customer's success?

- A. To provide expansion opportunities for your sales team
- B. To establish KPI's that measure the success of your company's business
- C. To document roles and responsibilities for your project management
- D. To provide awareness of the value achieved by the customer's purchased solution

Answer: B

