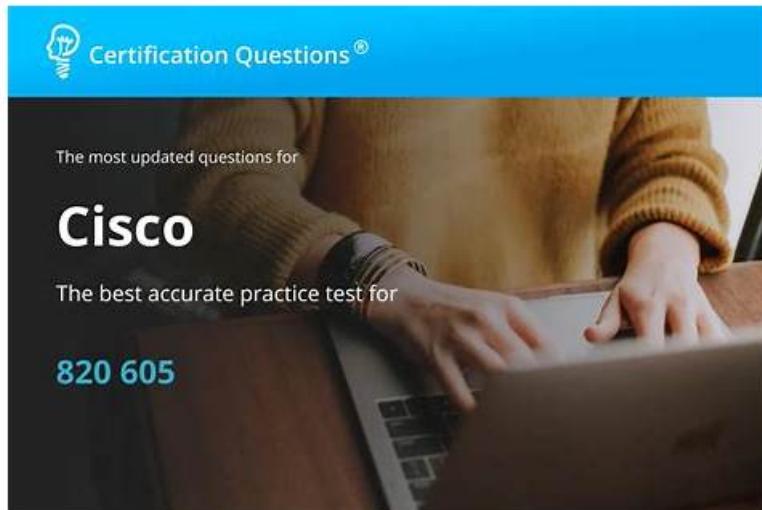


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## Cisco Customer Success Manager Sample Questions (Q93-Q98):

### NEW QUESTION # 93

Refer to the exhibit. What is the problem with this RACI example?

Task	Stakeholder 1	Stakeholder 2	Stakeholder 3	Stakeholder 4	Stakeholder 5	Stakeholder 6
Project Task 1	R	A	C	A	I	A

- A. No one has multiple roles.
- B. Too many people are accountable for this task.

- C. More stakeholders should be involved.
- D. Every task should have four people consulted.

**Answer: B**

#### **NEW QUESTION # 94**

The customer plans to relocate to a new building in the existing area to reduce cost. The company wants to retain talent through this transition. Which two business outcomes are critical to the company's success? (Choose two.)

- A. cost efficiency
- B. risk management
- C. employee satisfaction
- D. credibility
- E. sustainability

**Answer: A,C**

#### **NEW QUESTION # 95**

Which analysis model is used to better understand the customer business environment?

- A. RACI
- B. dashboard
- C. renewal contract
- D. SWOT

**Answer: D**

Explanation:

A SWOT analysis helps in understanding the strengths, weaknesses, opportunities, and threats related to a customer's business environment, providing insights that can be used to tailor customer success strategies.

References: 1

#### **NEW QUESTION # 96**

Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

- A. Service organizations must evolve from a "break fix" business model to proactive and pre-emptive services that help prevent problems for customers before they arise and accelerate solution adoption. The CSM advises and professional services team on the best services to position.
- B. IT is increasingly adopting new consumption models. In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realized. The CSM ensures that the customer's business outcomes are achieved with the shortest time to value.
- C. IT budgets are shifting to line of business decision makers who want to understand the business outcomes from technology investments before they purchase. The CSM supports sales with use cases and testimonials for proposed solutions.
- D. The accelerated pace of innovation in the era of the Internet of Things confuses many customers. A CSM helps sales position the right technologies that will accelerate success for their business.

**Answer: B**

#### **NEW QUESTION # 97**

Your customer's business outcome is to drive employee efficiencies. Which key metrics measure this outcome?

- A. number of incidents reported or number of compliance issues
- B. customer and employee feedback
- C. number of activities completed or increase in direct time
- D. reduction in headcount or operational support costs

- E. increase in new subscribers or increase in end users

**Answer: A**

## NEW QUESTION # 98

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