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Cisco Customer Success Manager Sample Questions (Q126-Q131):

NEW QUESTION # 126
A customer purchased 500 licenses for its cloud-based collaboration solution. During a customer meeting, they complain to the Customer Success Manager that they cannot verify who and how the licenses are being used. Which two types of adoption barriers are occurring? (Choose two.)

- A. process

- B. platform
- C. people
- D. application
- E. tools

Answer: A,E

Explanation:
The adoption barriers occurring here are related to process and tools. The process barrier may involve inadequate procedures or systems for tracking license usage. The tools barrier suggests that there may be a lack of appropriate software or mechanisms to monitor and verify how the licenses are being utilized67.

NEW QUESTION # 127
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. Review the original business case and reassess desired outcomes with the new leadership
- B. Evaluate the customer's expertise in managing the purchased solution.
- C. Offer discounts on new products to gain the interest of the new leadership.
- D. Address and resolve all technical issues.
- E. Review the original sales proposal with the sales team.

Answer: A,B

NEW QUESTION # 128
Which two outcomes are expansion opportunities within customer success? (Choose two.)

- A. expansion of solution features
- B. deployment of solution
- C. renewal of solution subscription
- D. expansion of solution services
- E. purchase of a new solution

Answer: A,D

Explanation:
There are many ways that you can add value for your customers by expanding their consumption of your solutions and services, such as these examples:
- Add features to the product or upgrade the license tier
- Implement or optimize services

NEW QUESTION # 129
Your customer's business outcome is to drive employee efficiencies. Which key metrics measure this outcome?

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

Answer: E

NEW QUESTION # 130
What should be the primary source of information about a customer's current adoption barriers?

- A. current industry trends

- B. bill of materials
- C. insight from the account team
- D. customer strategic goals

Answer: C

NEW QUESTION # 131
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