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To prepare for the exam, candidates must have a strong understanding of Cisco solutions and technologies, as well as experience in customer success management. They must also be familiar with the best practices in customer success management, including developing and executing customer success plans, managing customer relationships, and driving adoption and expansion.

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Cisco Customer Success Manager Sample Questions (Q114-Q119):

NEW QUESTION # 114

Which outcome is the best that a Customer Success Manager can achieve for a customer?

- A. removing barriers so the customer achieves the fastest time to value possible from the solution they purchased
- B. adoption of all the licenses and features the customer purchased leading to expansion to improve the customers' business
- C. full adoption of all the technologies the customer purchased
- D. ensuring the customers deployment teams and end users are trained and ready to adopt the technology

Answer: C

NEW QUESTION # 115

What are two barriers to adoption within an organization? (Choose two.)

- A. organizational silos
- B. agile development model
- C. centralized IT organization
- D. inadequate knowledge and skills
- E. solution implemented by partner

Answer: D,E

NEW QUESTION # 116

Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

- A. Product Sales Specialist
- B. Customer Success Manager
- C. Account Manager
- D. Renewals Manager

Answer: B

NEW QUESTION # 117

A customer does not feel they have received value from a software solution, and the 3-year contract is expiring in 60 days. The customer is hesitant to continue spending money and is considering other alternatives. Which stakeholder is responsible for ensuring that the customer realizes value from solutions coming up for renewal?

- A. Product Sales Specialist
- B. Customer Success Manager
- C. Account Manager
- D. Renewals Manager

Answer: B

Explanation:

The stakeholder responsible for ensuring that the customer realizes value from solutions coming up for renewal is the Customer Success Manager. Their role is to work closely with the customer to ensure they are achieving their desired outcomes with the solution and to address any concerns that may affect the renewal decision.

NEW QUESTION # 118

The customer wants to reduce their exposure to security events. Which business outcome is critical to the company's success?

- A. cost efficiency
- B. risk management
- C. market growth
- **D. sustainability**

Answer: D

NEW QUESTION # 119

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