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## **ACC 202 EXAM STUDY SHEET 2026 FULL SOLUTION GUARANTEED TO PASS**

➤ Perpetual terms on journal entry. Answer: Inventory instead of purchases

Inventory instead of freight in

➤ Periodic terms in JE. Answer: Purchases instead of inventory

Freight in instead of inventory

Equipment is equipment

➤ periodic inventory system. Answer: An inventory system in which a company does not maintain detailed records of goods on hand throughout the period and determines the cost of goods sold only at the end of an accounting period.

➤ FOB. Answer: free on board

➤ FOB destination. Answer: Freight terms indicating that ownership of goods remains with the seller until the goods reach the buyer.

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## Cisco Customer Success Manager Sample Questions (Q77-Q82):

### NEW QUESTION # 77

You are a Customer Success Manager and have just been assigned a strategic new account. Which course of action is the best to help you prepare for the first customer introduction meeting?

- A. Perform a deep analysis of all the sales orders to the past 24 months
- B. Engage with the account team to understand the expansion opportunities
- C. Speak the internal contacts to understand the customer sentiment and outstanding escalations
- **D. Build an understanding of your customer's business and market trends and priorities**

**Answer: D**

Explanation:

The best course of action to prepare for the first customer introduction meeting is to build an understanding of the customer's business, market trends, and priorities. This knowledge will enable the Customer Success Manager to have a meaningful conversation with the customer, aligning the discussion with the customer's strategic goals and industry context.

### NEW QUESTION # 78

In which stage of the Customer Lifecycle does the Success Plan get updated for the first time?

- A. Adopt
- B. Use
- **C. Onboard**
- D. Implement

**Answer: C**

Explanation:

According to the Blackbelt training: Onboarding activities include delivering a customer kickoff to validate the expected outcomes of that purchase and beginning to build the Success Plan.

### NEW QUESTION # 79

Which two actions are in adoption campaign? (Choose two.)

- **A. messaging to stakeholders on the new features of their solution**
- B. renewal reminder to stakeholders
- C. messaging to stakeholders on new product releases
- **D. messaging to users on best practice approaches to their solution**
- E. survey sent to all end users

**Answer: A,D**

Explanation:

Explanation/Reference: <https://support.totango.com/hc/en-us/articles/206811036-Putting-Customer-Success-Campaigns-Into-Action>

### NEW QUESTION # 80

From a Customer Success perspective, which reason to monitor your customer's health is the most important?

- **A. It provides the opportunity to address any changes in the customer's experience or actions around the solution**
- B. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
- C. It gives the customer valuable insight so they can automatically renew critical on time

- D. Understanding your customer's health directly enables renewals

**Answer: A**

Explanation:

"Good and timely account health scores will logically drive accuracy into your renewal forecast.", not "directly enables renewals". Above that, the question starts with "From a Customer Success Perspective...". Renewal is a sales success. Customer success is about getting the value from the solution provided. Addressing experience is relevant.

<https://www.gainsight.com/customer-success-best-practices/how-to-score-customer-health/>

## NEW QUESTION # 81

Refer to the exhibit. Which action must be taken by Customer Success Manager?

□

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

**Answer: B**

## NEW QUESTION # 82

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