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### Cisco Customer Success Manager Sample Questions (Q65-Q70):

#### NEW QUESTION # 65

The customer wants to increase the number of services in their portfolio and improve the time to launch these services. Which two business outcomes are appropriate? (Choose two.)

- A. employee satisfaction
- B. cost efficiency
- C. **time to market**
- D. **business growth**
- E. sustainability

**Answer: C,D**

### NEW QUESTION # 66

Which task drives advocacy with customer stakeholders?

- A. creating a Customer Success Plan
- B. creating a stakeholder map
- C. creating a success story
- D. creating technical documentation

**Answer: A**

### NEW QUESTION # 67

Which definition of a use case is true?

- A. list of actions or event steps that a customer uses
- B. comparison of the marketing description of what a product does to the customer's experience
- C. list of instructions that customer uses for their software
- D. list of actions or event steps that typically defines the interactions between a role and a system to achieve a goal

**Answer: D**

Explanation:

A use case is a description of a system's behavior as it responds to a request that originates from outside of that system. In other words, a use case defines the interactions between external actors and the system to accomplish a goal. The actors can be human users, other systems, or hardware devices. Each use case provides one or more scenarios that convey how the system should interact with the actors to achieve a specific business objective. References: Cisco Customer Success Manager documentation<sup>1</sup>, and additional insights on use cases and their importance in outlining and executing a roadmap for achieving success<sup>2</sup>.

### NEW QUESTION # 68

The customer wants to increase the number of services in their portfolio and improve the time to launch these services.

Which two business outcomes are appropriate? (Choose two )

- A. cost efficiency
- B. employee satisfaction
- C. time to market
- D. sustainability
- E. business growth

**Answer: B,D**

### NEW QUESTION # 69

In which stage does the Customer Success Manager initially validate stakeholders?

- A. onboarding
- B. utilization
- C. purchase
- D. deployment

**Answer: A**

Explanation:

The Customer Success Manager initially validates stakeholders during the onboarding stage<sup>34</sup>. This is a critical phase where the CSM establishes relationships with key stakeholders, understands their expectations, and begins to align the product's capabilities with the customer's business objectives.

### NEW QUESTION # 70

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