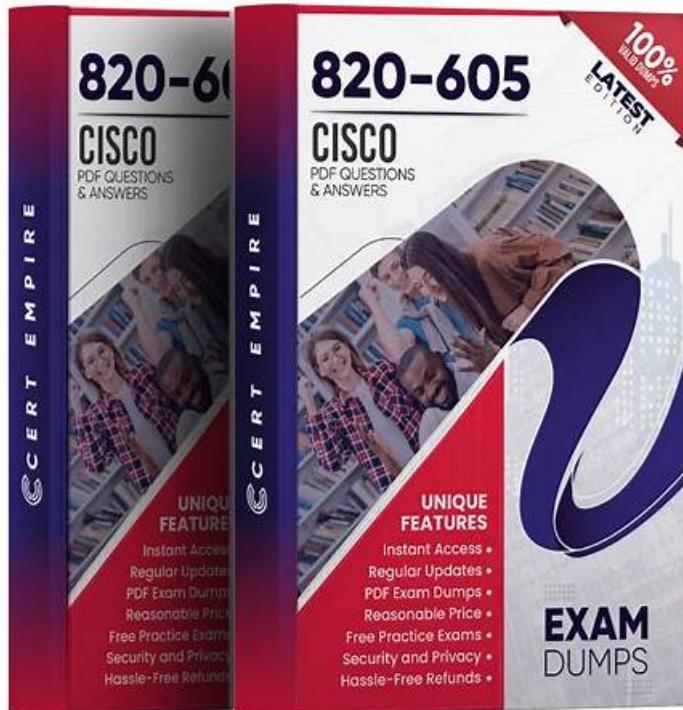


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Cisco Customer Success Manager Sample Questions (Q85-Q90):

NEW QUESTION # 85

Which two actions are critical when communicating with executives? (Choose two).

- A. Incorporate the sales team's plan.

- B. Target executive priorities
- C. Keep services as a primary topic.
- D. Focus on technical details.
- E. **Focus on the value achieved.**

Answer: A,E

NEW QUESTION # 86

Refer to the exhibit.

Success Priorities	Solution	Stage and health						
		Purchase	Onboard	Implement	Use	Engage	Adopt	Optimize
Drive cost down while improving operational efficiencies	Product A	Green	Green	Green	Green	Green	Green	Green
	Product B	Green	Green	Green	Green	Green	Green	Green
	Product C	Green	Red	Red	Green	Green	Green	Green
	Product D	Green	Red	Red	Green	Green	Green	Green
	Product E	Red	Red	Red	Green	Green	Green	Green
	Product F	Yellow	Green	Green	Green	Green	Green	Green
	Product G	Yellow	Green	Green	Green	Green	Green	Green

Based on the stage and health reflected, what must be the first priority of the success plan?

- A. Design and propose a discount on product G.
- **B. Identify and document barriers that impact product C.**
- C. Contact and collaborate with the individuals involved in the onboarding of product E.
- D. Offer and encourage the opportunity for the customer to participate in a success story for product F.

Answer: B

Explanation:

The exhibit shows that Product C is facing critical issues in the 'Implement' stage, as indicated by the red box, and at-risk conditions in the 'Use' stage, as shown by the orange box. These indicators suggest that there are significant barriers preventing the successful implementation and use of Product C. Therefore, the first priority must be to identify and document these barriers to develop a plan to overcome them and ensure the product's success. References: Best practices in customer success management and product lifecycle management.

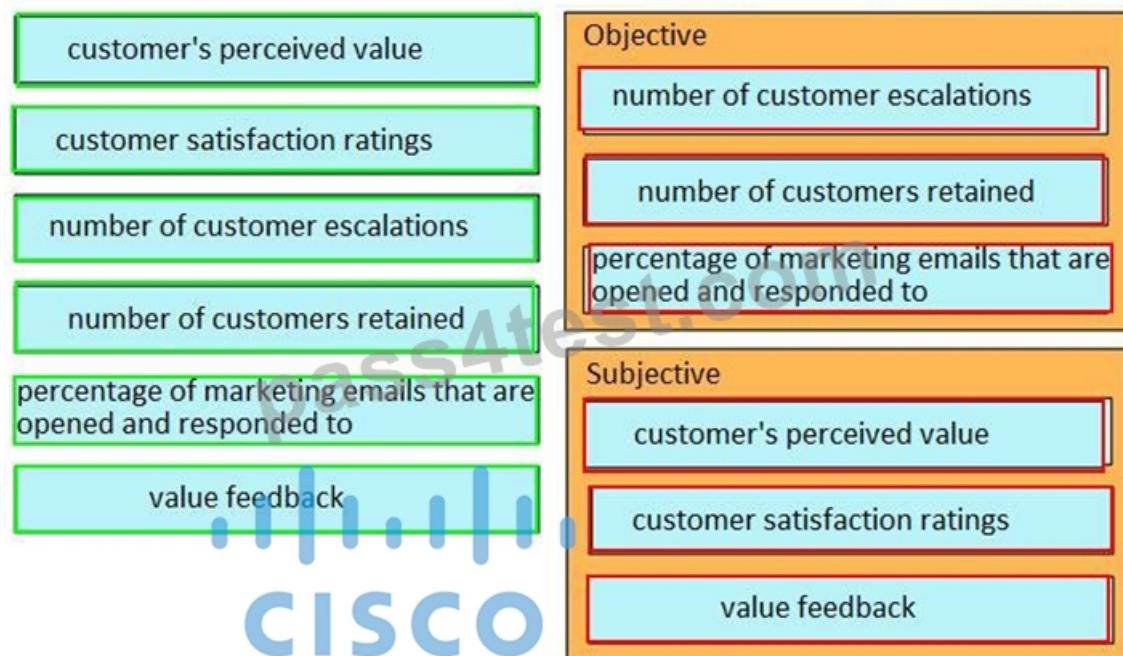
NEW QUESTION # 87

The Customer Success Manager is preparing for a review meeting. The customer has asked for a balance between subjective and objective metrics. Drag and drop the inputs from the left onto the correct subjective and objective categories on the right.



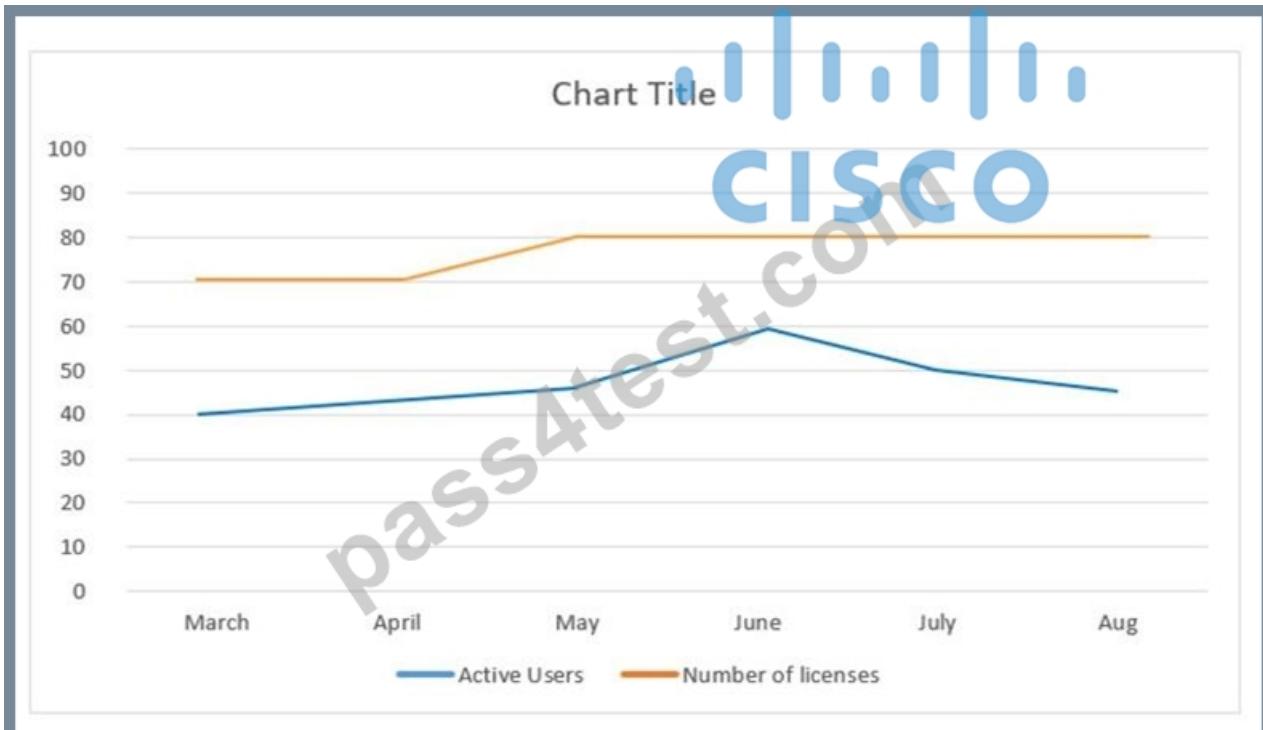
Answer:

Explanation:



NEW QUESTION # 88

Refer to the exhibit.



The graph shows a customer with a software product and highlights the number of paid-for licenses (shown with the orange line) and the number of users actively using the product (shown with the blue line). Which statement about the customer is true?

- A. The customer's usage is too low to correctly measure the chance of their retention
- B. The customer has increased usage, which shows a strong indicator of renewal
- C. The customer's usage has seen a recent decline and the chance of them churning will be higher**
- D. The customer has a high probability to renew and will include an expanded opportunity

Answer: C

NEW QUESTION # 89

Which definition of customer success is true?

- A. It is the business methodology of ensuring that customers are always on the latest software releases and subscription contracts so that they can focus on the core business activities that make them successful.
- B. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.**
- C. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- D. It is a measure of the Net Promoter Score that results from a disciplined engagement of sales, services, marketing, and customer success teams working seamlessly to deliver a positive experience for the customer.

Answer: B

Explanation:

Customer Success is the business methodology of ensuring customers achieve their desired outcomes while using your product or service.

<https://www.gainsight.com/guides/the-essential-guide-to-customer-success/>

NEW QUESTION # 90

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