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Cisco Customer Success Manager Sample Questions (Q64-Q69):

NEW QUESTION # 64

Customer A has 120,000 employees and a meeting booking system that is 20 years old. It provides a personalized service that arranges all aspects of video conference meeting. This service includes 21 staff people globally. Customer A has invested in a video conferencing solution. Their desired outcome is to create a cost-savings, self-serve approach to achieve business innovation through face-to-face communications. Which two main barriers to adoption does the customer face? (Choose two.)

- A. product barrier
- B. cost barrier
- C. process barrier

- D. cultural barrier
- E. technical barrier

Answer: D,E

NEW QUESTION # 65

Which analysis model is used to better understand the customer business environment?

- A. renewal contract
- B. RACI
- C. dashboard
- D. SWOT

Answer: D

Explanation:

A SWOT analysis helps in understanding the strengths, weaknesses, opportunities, and threats related to a customer's business environment, providing insights that can be used to tailor customer success strategies.

References: 1

NEW QUESTION # 66

Which statement describes an end user adoption barrier?

- A. The CIO insists on conducting training for all heads of department before deploying the new Collaboration solution.
- B. There are insufficient licenses for additional staff from a newly acquired company to use the solution.
- C. Staff refuses to change their habits and continues to use a noncompliant social media application to conduct business communications.
- D. The budget is insufficient to implement the solution for a new branch of the business.

Answer: C

Explanation:

Explanation/Reference: <https://useriq.com/user-adoption-barriers/>

NEW QUESTION # 67

What is the barrier type when end-users are having difficulties understanding the features and functionalities of the new solution?

- A. business
- B. corporate culture
- C. technical
- D. operational

Answer: D

NEW QUESTION # 68

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

Answer: C

NEW QUESTION # 69

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