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Cisco Customer Success Manager Sample Questions (Q102-Q107):

NEW QUESTION # 102

The customer wants to increase the utilization of their video conferencing system. Drag and drop the actions from the left into the correct sequence on the right.

Answer:

Explanation:

NEW QUESTION # 103

The customer wants to increase the utilization of their video conferencing system. Drag and drop the actions from the left into the correct sequence on the right.

Answer:

Explanation:

NEW QUESTION # 104

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

Answer: A

NEW QUESTION # 105

What is a common indicator of customer health?

- A. customer satisfaction metric
- B. amount of money spent on the solution
- C. number of licenses purchased
- D. number of services purchased

Answer: A

Explanation:

A common indicator of customer health is the customer satisfaction metric. It reflects the level of satisfaction customers have with a product or service, which is a key indicator of their overall health and likelihood to continue using and recommending the solution.

NEW QUESTION # 106

Which definition of customer success is true?

- A. 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.
- B. It is a business methodology for increasing recurring revenues by minimizing the risk of churn while driving adoption and expansion.
- C. 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.
- D. It is the business methodology of ensuring that customers achieve their expected and unexpected outcomes while using your product or service.

Answer: D

Explanation:

The true definition of customer success is A, which states that it is the business methodology of ensuring customers achieve their expected and unexpected outcomes while using your product or service. This encompasses the holistic approach of customer success to ensure customers find value in the product or service, beyond just the anticipated results

NEW QUESTION # 107

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