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## Cisco Customer Success Manager Sample Questions (Q114-Q119):

**NEW QUESTION # 114**
A customer's renewal is due in the next 6 months. Analytical data has been provided to the Customer Success Manager that shows customer usage over the last 12 months. Which two additional pieces of information are important prior to a meeting with the customer to discuss their adoption journey prior to the renewal? (Choose two.)

- A. questions to validate the interpreted analytical data
- B. customer annual report and quarterly business reviews
- C. detailed contract inventory
- D. support tickets reports and diagnostic information
- E. sales account plan

**Answer: A,C**

**NEW QUESTION # 115**
Which action should a Customer Success Manager take to identify and remove barriers when a customer moves from the Implement to the Use stage in the lifecycle?

- A. Provide direct and in-depth technical expertise upon customer request.
- B. Provide a detailed cost structure for the management team.
- C. Provide break-fix support for technical problems experienced or observed by the customer.
- D. Provide training content to address current and existing barriers.

**Answer: D**

Explanation:
When a customer moves from the Implement to the Use stage in the lifecycle, it is crucial for a Customer Success Manager to provide training content that addresses both current and existing barriers. This action ensures that the customer's team is equipped with the necessary knowledge and skills to effectively use the product, leading to better adoption and utilization1.

**NEW QUESTION # 116**
Which two results of a successful customer onboarding stage are the most important? (Choose two.)

- A. account relationships identified
- B. desired business outcomes discussed
- C. network diagrams discussed
- D. organization chart discussed
- E. stakeholders identified

**Answer: B,E**

**NEW QUESTION # 117**

From a Customer Success perspective, why should the customer's health be monitored?

- A. to identify unused licenses so they can be addressed via a service improvement plan
- B. to give the customer valuable insight so they can automatically renew critical services on time
- C. to provide the opportunity to address any changes in the customer's experience around the solution
- D. to directly enable renewals

**Answer: C**

Explanation:
Monitoring the customer's health is important from a Customer Success perspective because it provides the opportunity to proactively address any changes in the customer's experience or interactions with the solution.
This proactive approach can lead to improved customer satisfaction and successful solution adoption.

**NEW QUESTION # 118**
The customer wants to increase their market share and protect brands reputation. Which two business outcomes are critical to the company's success? (Choose two.)

- A. sustainability
- B. risk management
- C. credibility
- D. cost efficiency
- E. business growth

**Answer: A,E**

Explanation:
Explanation/Reference:

**NEW QUESTION # 119**

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