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Cisco Customer Success Manager Sample Questions (Q90-Q95):

NEW QUESTION # 90

On which two objectives should communication with customer executives focus? (Choose two.)

- A. new sales
- B. product improvement
- C. user training
- D. time to value
- E. return on investment

Answer: D,E

Explanation:

Communication with customer executives should focus on the return on investment and the time to value, as these objectives are typically top priorities for executive-level stakeholders. References: Executive communication guidelines that prioritize value demonstration and alignment with leadership objectives.

NEW QUESTION # 91

What is a goal of the Quarterly Success Review?

- A. alignment of priorities and outcomes while celebrating accomplishments
- B. identification of new areas of growth and sales
- C. product expansion to demonstrate customer loyalty
- D. negotiation of discount levels associated with solution expansion

Answer: A

Explanation:

The goal of the Quarterly Success Review is to align priorities and outcomes while celebrating accomplishments. This review serves as a strategic session that ensures both the customer and the organization are on the same page regarding business objectives and the progress towards achieving them. It's also an opportunity to acknowledge and celebrate the milestones and successes along the way, reinforcing the partnership and the value derived from the services or products provided.

References:

Cisco's official page on Customer Success Manager certification².

*Skilljar blog on scaling Customer Success with Quarterly Business Reviews³.

NEW QUESTION # 92

Which action should be taken when new company leadership is forcing a competitor's solution?

- A. Recheck the value realized by the current solution.
- B. Hold an executive briefing to evaluate risks of the proposed solution.
- C. Demonstrate how the current solution is a lower-cost solution than competitors.
- D. Tell the new leadership about the long-standing relationship between two companies.

Answer: B

NEW QUESTION # 93

Which definition of a use case is true?

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

Answer: B

NEW QUESTION # 94

A customer purchased 500 licenses for its cloud-based collaboration solution. During a customer meeting, they complain to the Customer Success Manager that they cannot verify who and how the licenses are being used. Which two types of adoption barriers are occurring? (Choose two.)

- A. tools
- B. application
- C. platform
- D. process
- E. people

Answer: A,D

Explanation:

The adoption barriers occurring here are related to process and tools. The process barrier may involve inadequate procedures or systems for tracking license usage. The tools barrier suggests that there may be a lack of appropriate software or mechanisms to monitor and verify how the licenses are being utilized⁶⁷.

NEW QUESTION # 95

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