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Cisco Customer Success Manager Sample Questions (Q71-Q76):

NEW QUESTION # 71
Which key industry trend explains the need for companies to invest in a Customer Success practice and Customer Success Manager role?

- A. IT budgets are shifting to line of business decision makers who want to understand the business outcomes from technology investments before they purchase The CSM supports sales with use cases and testimonials for proposed solutions.
- B. Service organizations must evolve from a "break fix' business model to proactive and pre-emptive services that help prevent problems for customers before they arise arid accelerate solution adoption The CSM advises the professional services team on the best services to position.
- C. IT is increasingly adopting new consumption models In a subscription economy, customers can cancel subscriptions if business value and tangible outcomes are not realised The CSM ensures that the customer's business outcomes are achieved with the shortest time to value.
- D. The accelerated pace of innovation in the era of the Internet of Things confuses many customers A CSM helps sales

Answer: D

NEW QUESTION # 72
Which analysis model is used to better understand the customer business environment?

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

Answer: B

NEW QUESTION # 73
Which factor delays time to value?

- A. unrenewed Success Plan
- B. unpaid invoice
- C. negative Net Promoter Score
- D. loss of project sponsor

Answer: D

NEW QUESTION # 74
Which two actions should the Customer Success Manager take throughout the quarter to support their customer? (Choose two.)

- A. No action is necessary as long as the health index is green
- B. Manage the service issues and escalations
- C. Join the sales and marketing strategy meetings
- D. Review and update the success plan for ongoing activities
- E. Observe the online image of the customer

Answer: B,D

Explanation:
Throughout the quarter, the Customer Success Manager should review and update the success plan for ongoing activities to ensure that it remains aligned with the customer's changing needs and goals. Additionally, managing service issues and escalations is crucial to support the customer by addressing any challenges promptly and effectively

NEW QUESTION # 75
The customer wants to increase the number of services in their portfolio and improve the time to launch these services.
Which two business outcomes are appropriate? (Choose two)

- A. sustainability
- B. business growth
- C. employee satisfaction
- D. time to market
- E. cost efficiency

Answer: A,C

NEW QUESTION # 76
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