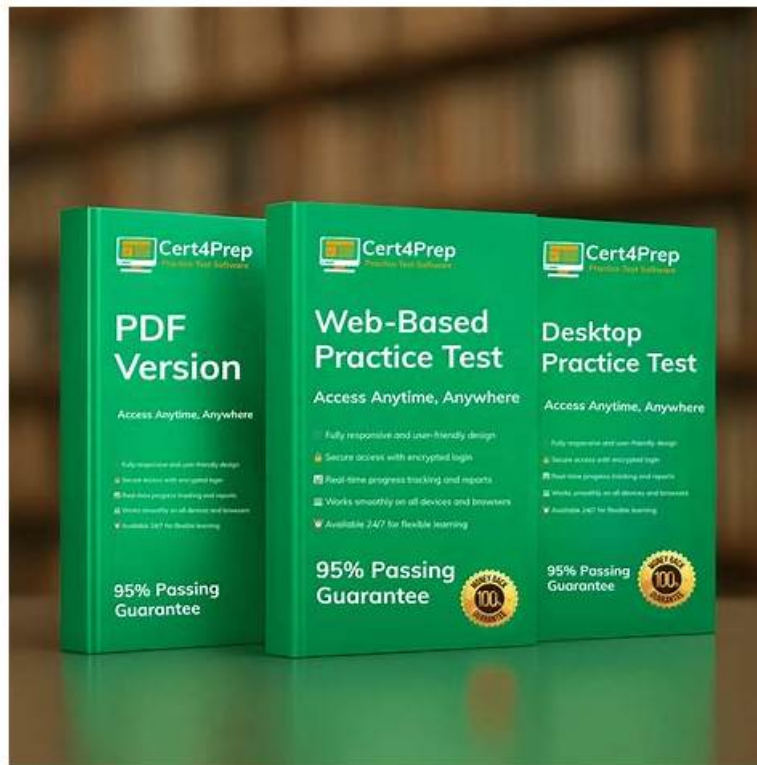


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To prepare for the exam, candidates must have a strong understanding of Cisco solutions and technologies, as well as experience in customer success management. They must also be familiar with the best practices in customer success management, including developing and executing customer success plans, managing customer relationships, and driving adoption and expansion.

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Cisco Customer Success Manager Sample Questions (Q25-Q30):

NEW QUESTION # 25

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

Answer: C

NEW QUESTION # 26

Which two actions are an adoption campaign? (Choose two)

- A. messaging to stakeholders on the new features of their solution
- B. messaging to users on best practice approaches to their solution
- C. survey sent to all end users
- D. renewal reminder to stakeholders
- E. messaging to stakeholders on new product releases

Answer: D,E

NEW QUESTION # 27

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. cultural barrier
- B. process barrier
- C. technical barrier
- D. cost barrier
- E. product barrier

Answer: A,C

NEW QUESTION # 28

What is the role of a subject matter expert in the Customer Success process?

- A. drives adoption
- B. shares industry trends
- C. challenges the status quo
- D. accelerates customer value realization

Answer: D

Explanation:

The role of a subject matter expert in the Customer Success process is to accelerate customer value realization. They provide deep knowledge and expertise that can help customers better understand and utilize the solution, thereby achieving value more quickly¹.

NEW QUESTION # 29

Which stakeholder works directly with the customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions?

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

Answer: B

Explanation:

The Customer Success Manager works directly with customer executives to ensure that their business outcomes are aligned with and achieved using purchased solutions. They play a pivotal role in guiding customers to realize the full value of their investments⁵.

NEW QUESTION # 30

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