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Cisco Customer Success Manager Sample Questions (Q50-Q55):

NEW QUESTION # 50

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

Answer: C,E

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 utilized.

NEW QUESTION # 51

Which factor delays time to value?

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

Answer: C

Explanation:

The loss of a project sponsor can significantly delay time to value. A project sponsor provides the necessary support, resources, and advocacy for a project within an organization. Without a sponsor, projects can face delays due to lack of direction, resources, and organizational support.

NEW QUESTION # 52

What are two barriers to adoption within an organization? (Choose two.)

- A. organizational silos
- B. inadequate knowledge and skills
- C. agile development model
- D. solution implemented by partner
- E. centralized IT organization

Answer: A,B

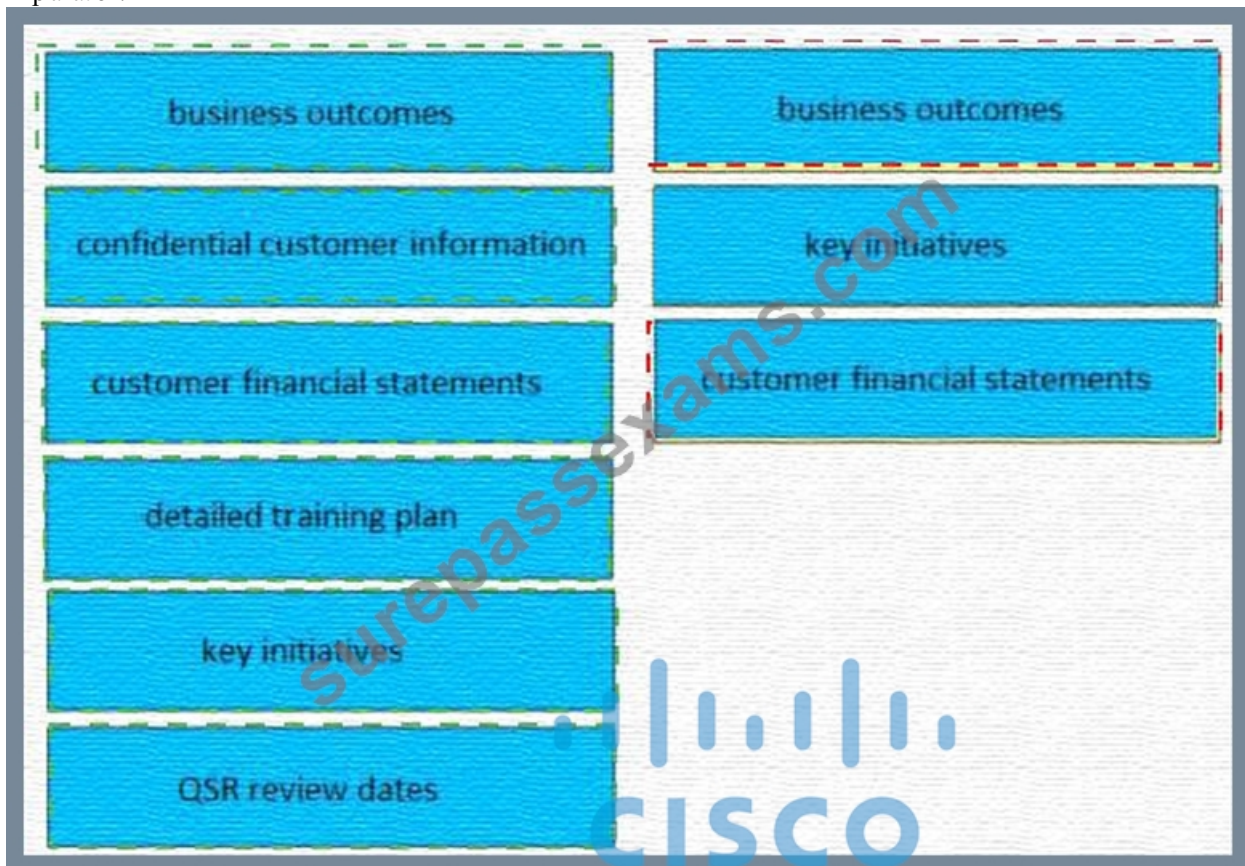
NEW QUESTION # 53

Drag and drop three valid elements of a success plan from the left to the right. Not all options are used. Select and Place:



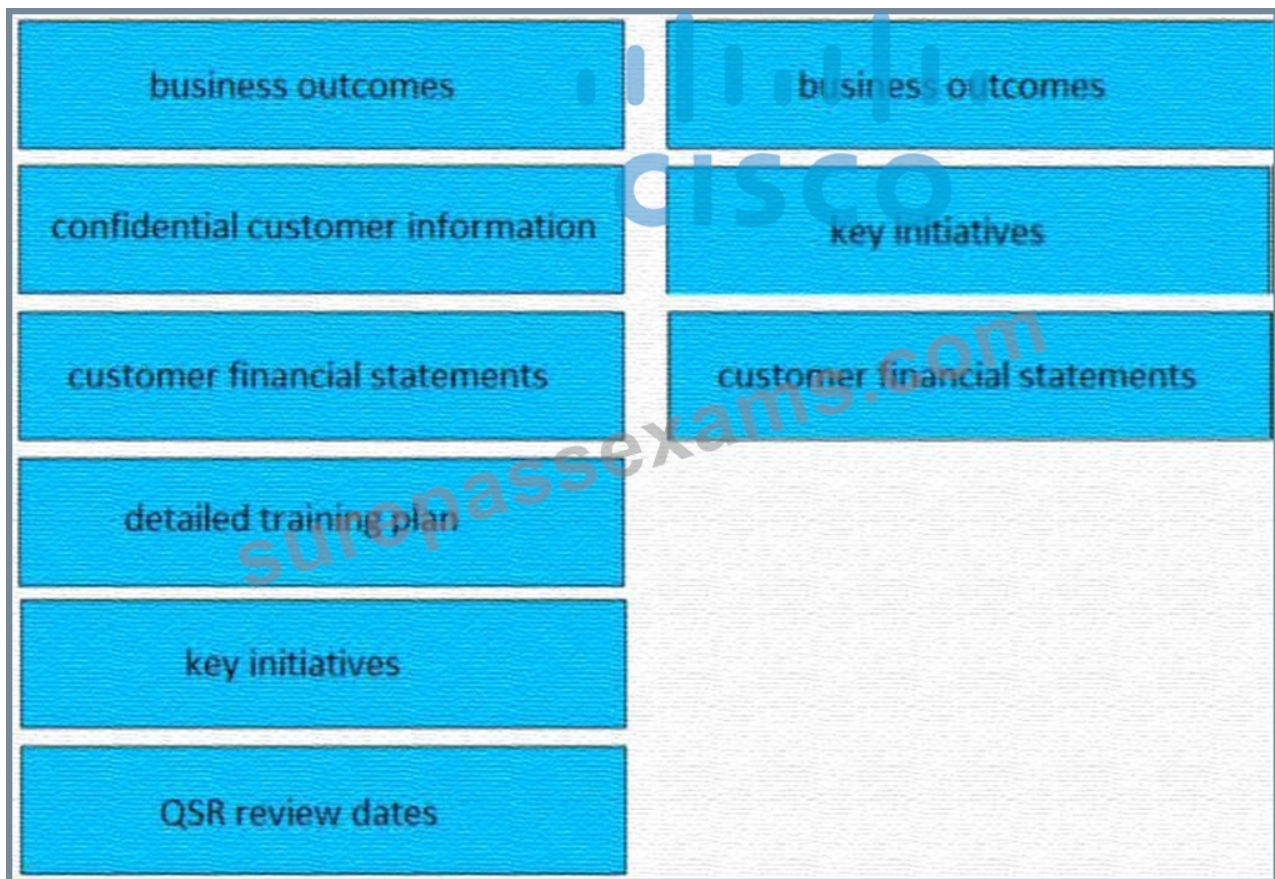
Answer:

Explanation:



Explanation:

A blue rectangular boxes with text Description automatically generated



NEW QUESTION # 54

Which definition of customer success is true?

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

Answer: B

Explanation:

Customer Success is the business methodology of ensuring customers achieve their desired outcomes while using your product or service.

<https://www.gainsight.com/guides/the-essential-guide-to-customer-success/>

NEW QUESTION # 55

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