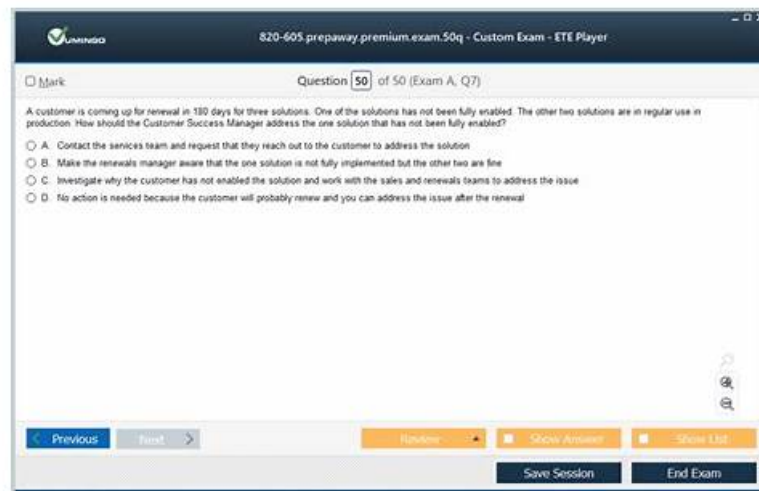


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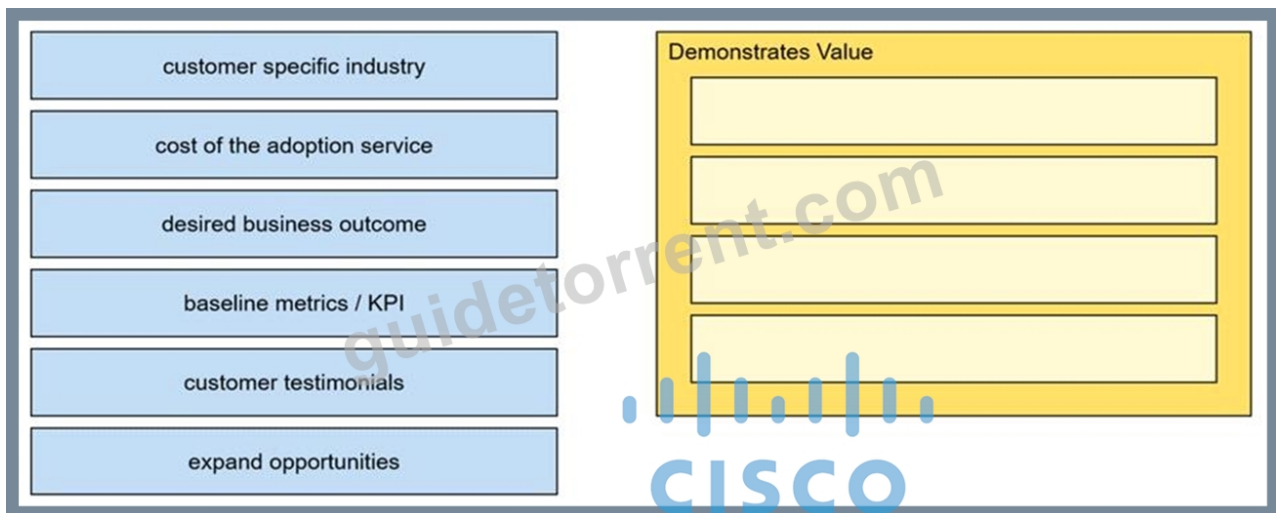
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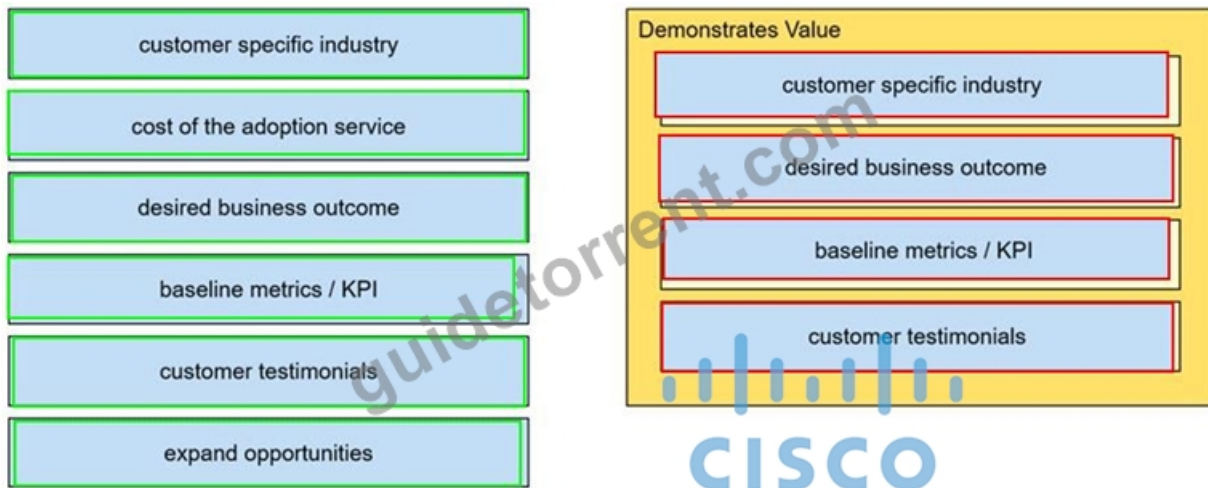
NEW QUESTION # 86

An external customer case study is being created. Drag and drop the contents which show value from the left onto the right. Not all content choices are used.



Answer:

Explanation:



NEW QUESTION # 87

Which sources should be used to uncover customer barriers?

- A. data, health score, intuition
- B. intuition, observation, data
- C. conservation, data, health score
- D. observation, conversation, data

Answer: D

NEW QUESTION # 88

During the delivery of a security solution, adoption barriers were identified. Those barriers were addressed, and the customer's business goals are now fulfilled. The customer is pleased with their solution and shares this experience in blogs and social media. In which stage is the customer?

- A. Advocate
- B. Expand
- C. Optimize
- D. Adoption

Answer: A

NEW QUESTION # 89

Refer to the exhibit. What does this health score indicate?

- A. The customer is unlikely to renew this license.
- **B. The customer needs to consume more of this product.**
- C. The customer needs to purchase more licenses.
- D. The customer is unlikely to advocate for this product.

Answer: B

NEW QUESTION # 90

Which type of information should be captured during the first customer engagement?

- A. stakeholder map
- B. expansion opportunities
- C. cases escalated to technical support
- **D. customer's desired outcomes**

Answer: D

Explanation:

During the first customer engagement, capturing the customer's desired outcomes is essential. This information helps in understanding the customer's expectations and goals, which guides the subsequent actions and strategies for customer success. References: Cisco Customer Success Manager documentation

NEW QUESTION # 91

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