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Cisco Customer Success Manager Sample Questions (Q108-Q113):

NEW QUESTION # 108

Which scenario represents a use case expand opportunity?

- A. solution management team adds headcount
- B. usage KPIs are on target entering the fourth quarter
- C. endpoint security solution extended to cover data center servers in addition to laptops
- D. supplementary training sessions are organized on existing features

Answer: C

NEW QUESTION # 109

A customer informs their Customer Success Manager that they are not realizing the savings expected with their technology solution. The Customer Success Manager acknowledges the concern and takes ownership.

Which action does the Customer Success Manager take first?

- A. Communicate to the technical customer center and request that an expert contact the customer to discuss the purchased solution
- B. Engage the service delivery manager and request two days of free consultation for the customer
- C. Check the account health report, review the expected outcomes in the success plan, and set up an internal meeting with the account team to discuss next steps
- D. Escalate the situation to your manager and request a customer visit to understand concerns and expectations

Answer: C

NEW QUESTION # 110

How are operating expenses (OpEx) different from capital expenses (CapEx)?

- A. OpEx has depreciation, while there is no depreciation with CapEx.
- B. OpEx includes software licenses with contracts that have user rights in perpetuity, while CapEx includes software services that are easily reconfigured.
- C. OpEx are investments a company pays for up-front, while CapEx are the on-going costs to run a business.
- D. OpEx is expenses for the day-to-day operation of a business, while CapEx is investments in assets.

Answer: D

NEW QUESTION # 111

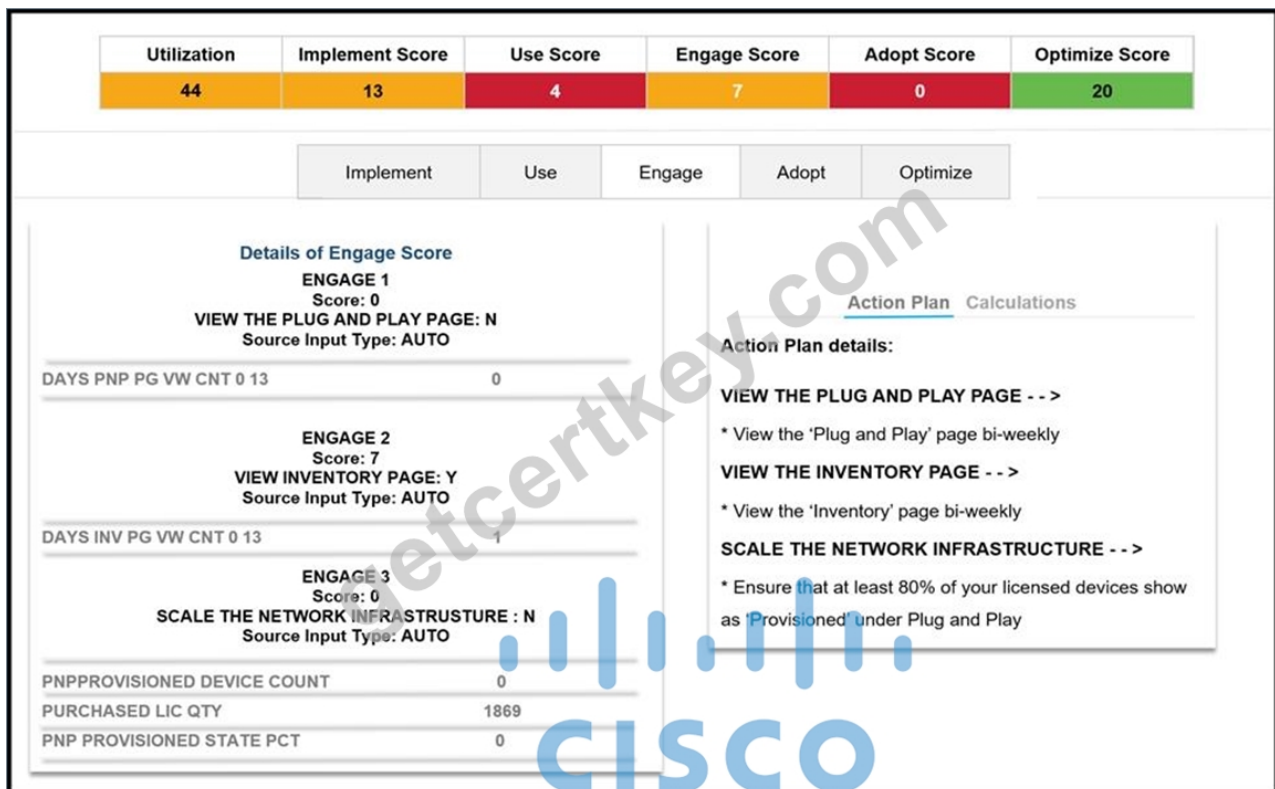
The customer has a new leadership team that expresses concern over the lack of adoption of a purchased solution. Which two activities must the Customer Success Manager initiate to mitigate this risk? (Choose two.)

- A. Address and resolve all technical issues.
- B. Offer discounts on new products to gain the interest of the new leadership.
- C. Review the original business case and reassess desired outcomes with the new leadership
- D. Review the original sales proposal with the sales team.
- E. Evaluate the customer's expertise in managing the purchased solution.

Answer: C,E

NEW QUESTION # 112

Refer to the exhibit.



Which action must be taken by Customer Success Manager ?

- A. Identify the adoption barriers.
- B. Recommend expansion opportunities.
- C. Review the financial index.
- D. Develop a customer testimonial.

Answer: A

NEW QUESTION # 113

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