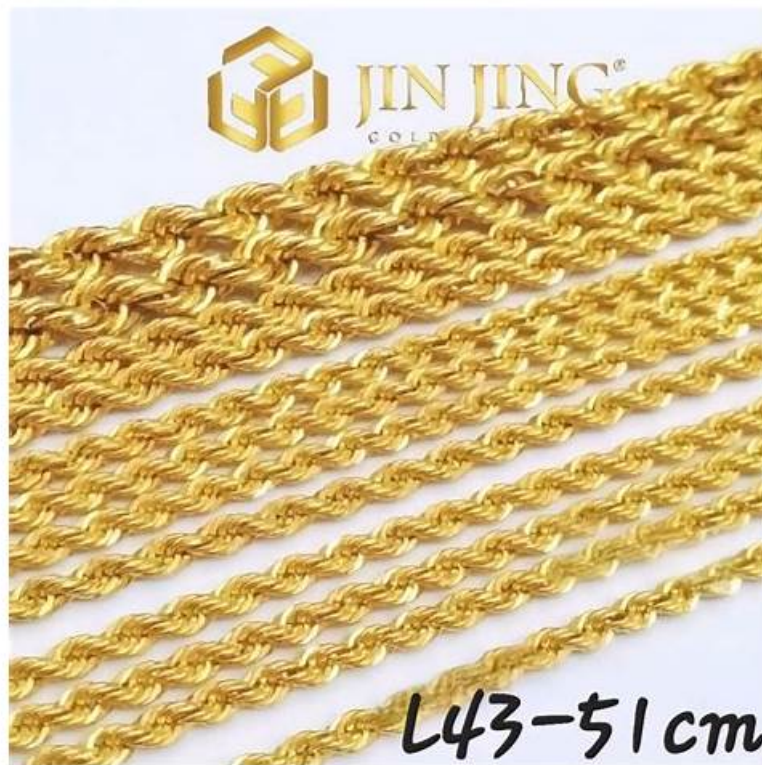


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Cisco Customer Success Manager Sample Questions (Q38-Q43):

NEW QUESTION # 38

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

Answer: C,E

NEW QUESTION # 39

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. Offer discounts on new products to gain the interest of the new leadership.
- B. Address and resolve all technical issues.
- 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: B,C

Explanation:

To mitigate the risk of lack of adoption with a new leadership team, the Customer Success Manager must address and resolve all technical issues that may be hindering adoption and review the original business case to reassess desired outcomes with the new leadership. These activities ensure that any obstacles to successful adoption are removed and that the new leadership's goals and expectations are aligned with the solution's capabilities

NEW QUESTION # 40

Which two outcomes are the goals of the initial customer meeting to onboard the customer into customer success? (Choose two.)

- A. scheduling of Quarterly Success Review
- B. review of product roadmap
- C. agreement of key stakeholders
- D. completion of customer training
- E. confirmation of customer business outcomes

Answer: C,E

NEW QUESTION # 41

From a Customer Success perspective, why should the customer's health be monitored?

- A. to identify unused licenses so they can be addressed via a service improvement plan
- B. to give the customer valuable insight so they can automatically renew critical services on time
- C. to directly enable renewals
- D. to provide the opportunity to address any changes in the customer's experience around the solution

Answer: B

NEW QUESTION # 42

Which two results of a successful customer onboarding stage are the most important? (Choose two.)

- A. account relationships identified
- B. stakeholders identified

- C. organization chart discussed
- D. network diagrams discussed
- E. desired business outcomes discussed

Answer: B,E

NEW QUESTION # 43

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