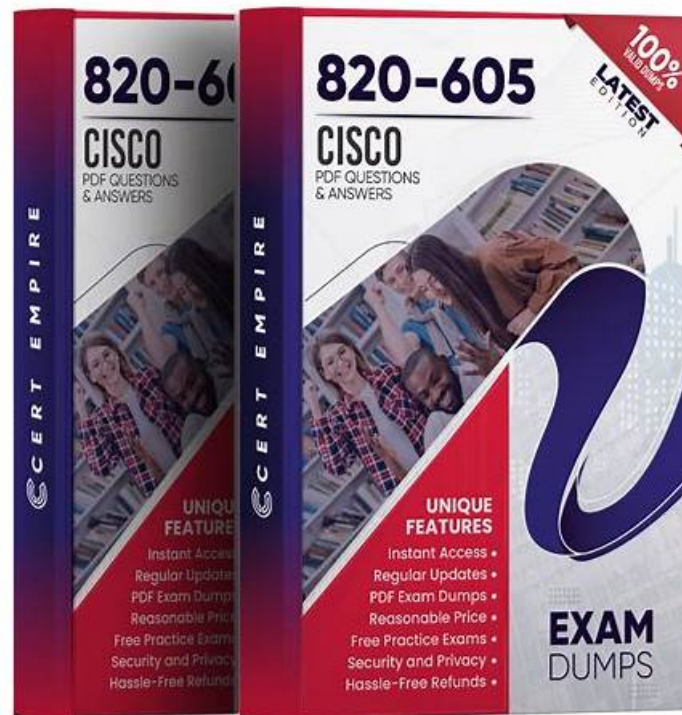


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Cisco Customer Success Manager Sample Questions (Q106-Q111):

NEW QUESTION # 106

What are two barriers Of adoption in an organization? (Choose two)

- A. organizational announcements

- B. new product sales motion
- C. lack of knowledge on solution
- D. hiring practices
- E. implementation issues

Answer: B,E

NEW QUESTION # 107

Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

- A. current existing products that are being displaced by the solution
- B. KPI that will be improved by the new product solution
- C. product use case that will achieve the desired outcome
- D. current configuration guide of the product solution

Answer: C

NEW QUESTION # 108

Refer to the exhibit.



What does this health score indicate?

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

Answer: A

NEW QUESTION # 109

Drag and Drop Question

The Customer Success Manager is preparing for a review meeting. The customer has asked for a balance between subjective and objective metrics.

Drag and drop the inputs from the left onto the correct subjective and objective categories on the right.

	Objective
customer's perceived value	
customer satisfaction ratings	
number of customer escalations	
number of customers retained	
percentage of marketing emails that are opened and responded to	
value feedback	

Subjective

Answer:

Explanation:

Objective
customer satisfaction ratings
number of customer escalations
number of customers retained

Subjective
customer's perceived value
percentage of marketing emails that are opened and responded to
value feedback

NEW QUESTION # 110

What is the best reason for documenting your customer's success?

- A. To provide awareness Of the value achieved by the customer's purchased solution.
- B. To document roles and responsibilities for your project management.
- C. To provide expansion opportunities for your sales team.
- D. To establish KPI'S that measure the success of your company's business.

Answer: A

NEW QUESTION # 111

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