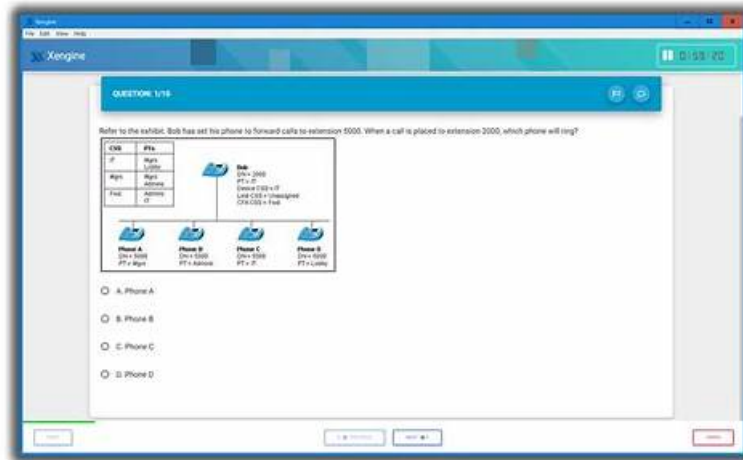


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Cisco Customer Success Manager Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which two actions are in adoption campaign? (Choose two.)

- A. messaging to stakeholders on the new features of their solution
- B. messaging to users on best practice approaches to their solution
- C. renewal reminder to stakeholders
- D. messaging to stakeholders on new product releases
- E. survey sent to all end users

Answer: A,B

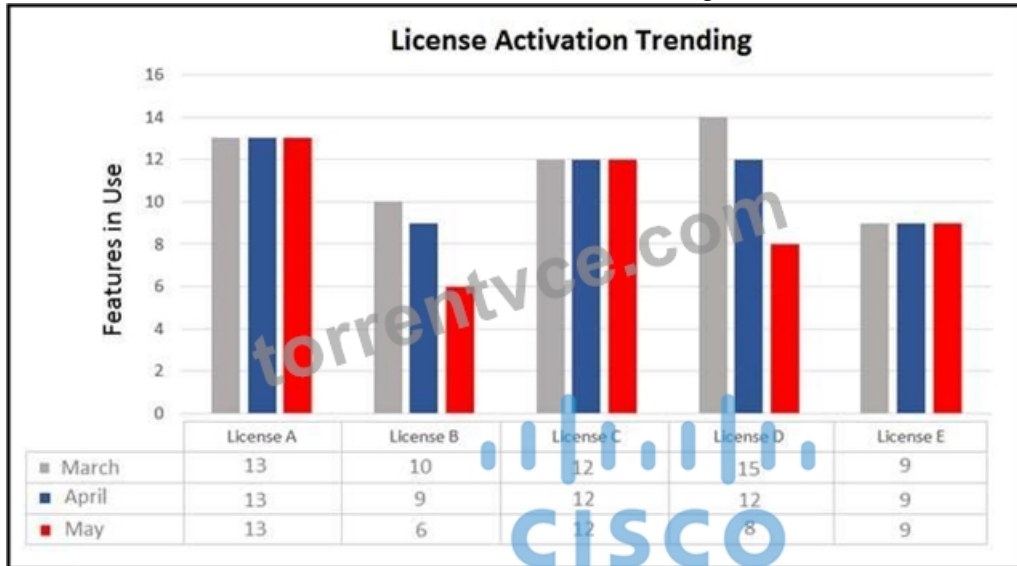
Explanation:

Adoption campaigns typically include actions such as messaging users about best practices for their solutions to encourage proper

and effective use, and informing stakeholders about new features that could enhance their solution's value. References: Cisco Customer Success Manager documentation and best practices in adoption campaigns emphasize the importance of educating users and stakeholders to drive solution adoption and utilization.

NEW QUESTION # 12

Refer to the exhibit. Which initial action does a Customer Success Manager take?



- A. Provide trending information on license types B and D and share with all stakeholders
- B. Inform the Sales Account Manager to position a new version of licenses types B and D with additional features
- C. Run analysis on all the license types used by the customer on all platforms
- D. Share the report with the customer point of contact for license types B and D and determine causes

Answer: A

NEW QUESTION # 13

Which activity reduces the risk of churn?

- A. lowering the service level
- B. expanding the customer footprint
- C. providing a discount on renewal
- D. educating on product features

Answer: B

Explanation:

Expanding the customer footprint involves increasing the adoption of services or products within the existing customer base. This can lead to a deeper integration of the supplier's offerings into the customer's operations, making the customer more reliant on these services and less likely to churn.

NEW QUESTION # 14

In which stage does the Customer Success Manager initially validate stakeholders?

- A. deployment
- B. onboarding
- C. utilization
- D. purchase

Answer: C

NEW QUESTION # 15

Which element evaluates a customer outcome?

- A. milestones
- B. metrics
- C. key performance indicators
- D. benchmarks

Answer: C

NEW QUESTION # 16

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